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ABSTRACT

An instructor's manual and student activity guide on the restaurant business are provided in this set of prevocational education materials which focuses on the vocational area of home economics (food service). (This set of materials is one of ninety-two prevocational education sets arranged around a cluster of seven vocational offerings: agriculture, home economics, distributive education, health occupations, world of work, trade and industry, and office occupations.) The instructor's guide is organized into the following elements: title of activity, duration of activity (three to five periods), activity goals, instructional objectives for different occupations in a supply company, a bakery, and a restaurant, related vocational clusters, and activity implementation (description, materials needed, safety considerations, teacher preparation prior to class, during the class, follow-up activities, and masters for duplication [e.g., order checklist, order pad for bakery, check sheets]). The student activity guide provides step-by-step instructions (narrative and illustrations) for completing each instructional objective (e.g., prepare chocolate pies to be served in a restaurant situation, act as waiter/waitress serving the pies). At the end of each set of instructions is a student check point (evaluation activity). Thirteen occupational descriptions (e.g., cook, cashier, formal waiter/waitress, manager and baker) conclude the document. (JH)

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ED169306

HOME ECONOMICS – FOOD SERVICE

RESTAURANT

Kit No. 17

INSTRUCTOR'S MANUAL

Prepared by

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Prevocational Education
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In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

1978

CE 020 491

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TITLE OF ACTIVITY

Kit No. 17, Home Economics – Food Service, Restaurant

DURATION

Main Activity: 1 – 2 periods
Follow-up Activity: 2 – 3 periods

GOALS

To expose the student to an array of occupations associated with the restaurant business.

To actively involve the student in a simulated restaurant situation.

To help the student determine his/her likes and/or dislikes for various occupations associated with the restaurant business.

To familiarize the student with the various means available for obtaining information about occupations.

To make the student aware of the economic system.

INSTRUCTIONAL OBJECTIVES

The students will be assigned to a specific job relative to food service.

Students will get equipment and supplies needed for each job from the equipment and supply company.

The students will prepare chocolate pies to be served in a restaurant situation.

The students will serve the pies, acting as waiters or waitresses.

The students will observe safety and cleanliness rules.

Each student will go to the restaurant for a piece of pie.

VOCATIONAL CLUSTERS

Home Economics, Consumer Education, Distributive Education, Economics

ACTIVITY IMPLEMENTATION

A. Description

This activity is derived from the food service industry. It is designed to show students the operation of a restaurant through group involvement.

The activity is so designed that it may be completed in one class period.

When looking at the flow chart, it will become evident that the restaurant manager initiates the chain reaction which carries the activity through completion.

You, as a teacher, need only provide the materials needed to conduct the activity.

Those students who work in the bakery and supply companies will be paid and will then use their money to obtain a piece of pie in the restaurant.

B. Safety

Some points on safety should be brought out by you concerning the use of instruments such as knives, can openers, and other areas that might present a safety hazard.

C. Materials

1. Audio Visual Equipment:

   Tape Recorder
   Filmstrip projector
   Screen

2. Technical Equipment

   Cards for each area
   Hand Mixer
   4 Dish Pans (plastic)
   Spatula
   Knife
   Mixing Bowls
   Can Opener
   Plastic Gloves

3. Expendable Supplies:

4 Pie Shells
4 Packages Instant Pie Filling
2 Cans Evaporated Milk
Soap
Paper Towels
Plates
Cups
Forks
Napkins

D. Preparation Prior to Class

1. Obtain the following items:
   Filmstrip Projector
   Screen
   Cassette Tape Player
   Pie Shells
   Instant Pudding and Pie Filling
   Evaporated Milk
   Plates
   Cups
   Forks
   Paper towels
   Napkins
   Soap (dishwashing)
   Plastic Gloves

2. Choose the number of student activity guides needed for your class. Variations for class size from 9 to 32 students may be made by either combining or increasing the number of jobs. The following diagram indicates which jobs may be combined or increased. If one student plays two roles, he/she is actually one employee.

SUPPLY COMPANY

Hand Packager	1
Order Clerk	1
Deliveryperson	1 → 1

BAKERY

Food and Drug Inspector	1
Order Clerk	1
Deliveryperson	1 → 1
Bakery Supervisor	1
Baker	1-8 → 1

RESTAURANT

Restaurant Manager	1
Cashier/Bookkeeper	1 → 1
Host/Hostess	1
Waiter/Waitress	1 – 5
Dining Room Attendant	1 – 3 → 1
Cook	1 – 4
Kitchen Helper	1 – 2 → 1

3. Place the center activity cards in three appropriate locations.

   Red – Bakery
   Blue – Supply Company
   Yellow – Restaurant

4. Distribute the materials needed by the centers as indicated:

BAKERY:
Pie Shells
Instant Pudding & Pie Filling
Evaporated Milk
Can Opener
Mixing Bowls
Rotary Beater
Spatula
Pie Boxes
Order Pad
Dishwashing Pan
Soap (dishwashing)
Paper Towels

SUPPLY COMPANY:
Plates
Cups
Forks
Napkins
Order Pad
Plastic Gloves

Pie Formula For Two Pies*

1 13 oz. can evaporated milk
2 Pie shells – 2
2 Packages of instant pudding and pie filling – 2

*Eight Students Per Pie

RESTAURANT:
Dishwashing pan(s)
Soap (Dishwashing) –
(Obtain from Bakery)
Money
Receipt Book for cashier/bookkeeper
Paper towels
Waiter's/waitress' order pad
Manager's order pad

5. Set up filmstrip projector, screen and tape player.

6. Go over the flow chart carefully so students will understand their part in the activity.

E. During Class Sessions

The first activity would be showing the film loop of the restaurant to your class in order that they may preview the various jobs included in the food service industry.

After viewing the film, distribute the student activity guides to your class. Be sure you have checked the job titles with the chart prior to class session.

Help the restaurant manager by telling her/him how many plates, utensils and napkins to order for restaurant (one for each student).

After the restaurant manager has placed his/her order you will check and make sure all students are following their programmed texts. This activity can be messy so be sure to insist on neatness.

F. Follow-up Activities

1. Individual Activity – Using the "VIEW" series, the student will answer a series of questions, on a fact sheet, of an occupation related to the restaurant business.

2. Group Activity – Each Student will describe verbally his/her likes and/or dislikes for the job he/she performed. She/he will also describe to the rest of the class the duties required of her/his specific occupation.

3. Individual Activity – Using a standard information sheet, each student will interview a person who either works in or renders service to a restaurant.

4. Individual Activity – Using the want ads of a newspaper, the student will locate and cut out advertisements for jobs in the restaurant business. These advertisements are to be mounted on notebook paper and turned in to the instructor.

MASTERS FOR DUPLICATION

1. VIEW Fact Sheet
2. Form 1 – Order Checklist – Restaurant
3. Form 2 – Order Pad – Equipment and Supply Co.
4. Form 3 – Cashier/Bookkeeper Receipt Book
5. Form 4 – Order Pad – Waiter/Waitress
6. Form 5 – Order Pad – Bakery
7. Pie Money
8. Check Sheets

VIEW FACT SHEET

NAME _____ CLASS _____ OCCUPATION _____

A. List the advantages (good points) of this occupation (job).

B. List the disadvantages (bad points) of this occupation (job).

C. List three things you should know to do this occupation (job).
1.
2.
3.

D. What type of education should you get to be prepared (do) for this occupation (job)?

E. What courses must you take to go into this occupation (job)?

F. What do you think your future in this occupation (job) will be?

G. What wage can you expect in this occupation (job)?

H. What are the working hours of this occupation (job)?

I. To learn more about this occupation (job), write to:

J. Using a scale of 1 to 5, circle the number that measures your interest in this occupation (job) as a possible career.

I don't like it. 1 2 3 4 5 I like it.

FORM 1

ORDER CHECK LIST

FOR THE

RESTAURANT

BAKERY

_____PIES- ONE PIE FOR EVERY

EIGHT PEOPLE

EQUIPMENT AND SUPPLY COMPANY

_____PLATES

_____CUPS

_____NAPKINS

_____PLASTIC GLOVES

_____FORKS

BE SURE TO COUNT ITEMS

BEFORE PAYMENT

FORM 4

WAITER/WAITRESS

ORDER	COST
TOTAL	

RECEIPT OF PAYMENT

ONE PIE DOLLAR/PIE SERVING

RESTAURANT CASHIER

FORM 3

CASHIER/BOOKKEEPER

RECEIPT BOOK

ITEM RECEIVED	CHECK
TOTAL COST	

8

FORM 5

ORDER PAD

BAKERY

DATE ORDERED _____

_____ CHOCOLATE PIES

COST:

_____ PIE DOLLARS

(EQUAL TO # OF BAKERY EMPLOYEES)

DATE DELIVERED _____

CASHIER/BOOKKEEPER

SIGNATURE _____

PAYMENT RECEIVED

ORDER CLERK

SIGNATURE _____

FORM 2

ORDER PAD

EQUIPMENT & SUPPLY COMPANY

DATE ORDERED _____

QUANTITY QUANTITY

_____ PLATES _____ CUPS

_____ FORKS _____ NAPKINS

_____ PLASTIC GLOVES

COST:

_____ PIE DOLLARS

(EQUAL TO # OF COMPANY EMPLOYEES)

DATE DELIVERED _____

CASHIER/BOOKKEEPER

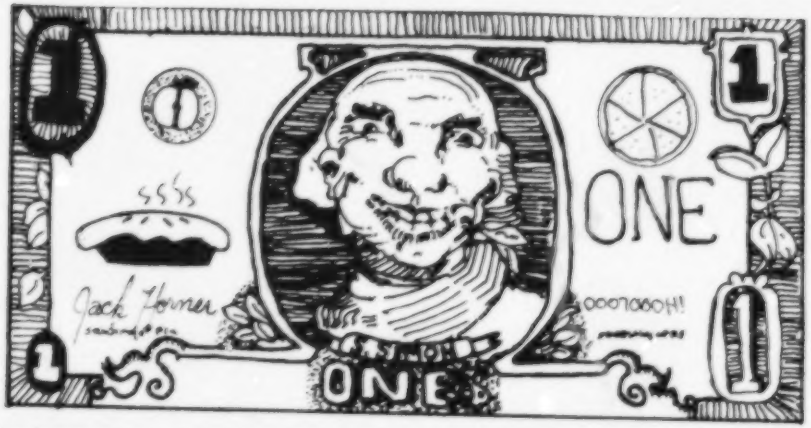
SIGNATURE _____

PAYMENT RECEIVED

ORDER CLERK

SIGNATURE _____

ONE
Jack Horner
ONE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Jack Horner
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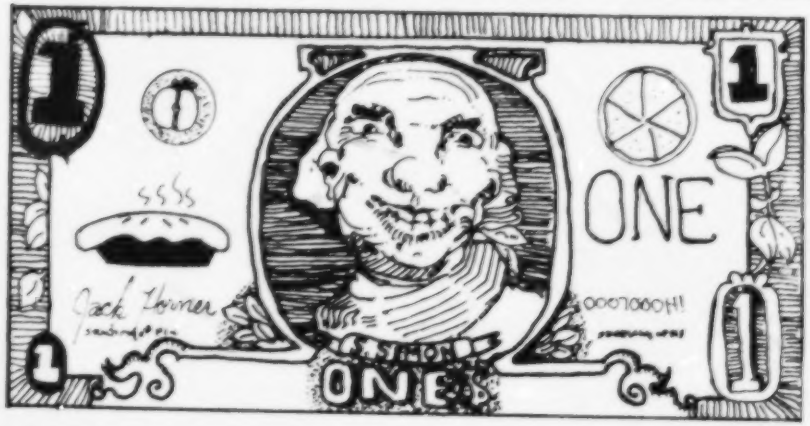
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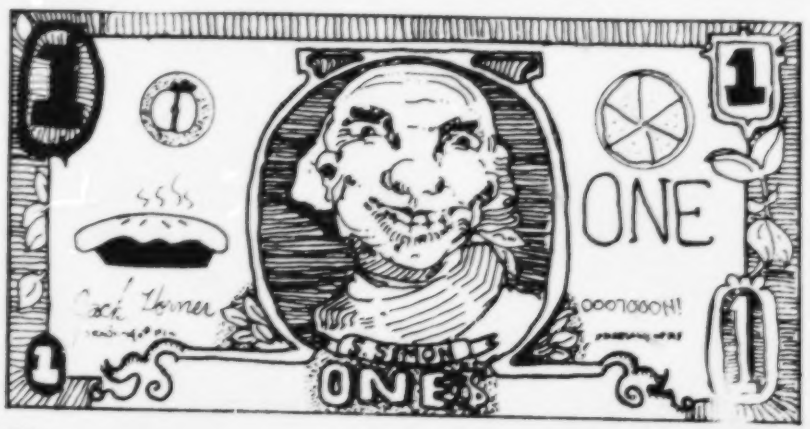
ONE
Jack Horner
ONE

11

12

CHECK SHEET FOR CHECKPOINTS

HAND PACKAGER (SUPPLY COMPANY)

STEP 1 – Did you count each item? Yes No

STEP 2 – Have you packed it so the deliveryperson can deliver it? Yes No

DELIVERYPERSON (BAKERY)

STEP 1 – Did you pack and deliver the pies? Yes No

STEP 2 – Did you receive payment for the pies and give it to the order clerk? Yes No

BAKER

STEP 1 – Did you get all equipment and supplies? Yes No

STEP 2 – Did you follow steps in preparing supplies? Yes No

STEP 3 – Have you cleaned up area? Yes No

HOST/HOSTESS (RESTAURANT)

STEP 1 – Did you greet customers pleasantly? Yes No

STEP 2 – Did you take each customer to the table and seat him/her properly? Yes No

STEP 3 – Did you give each person a menu and assure him/her that the order would be taken very soon? Yes No

WAITER/WAITRESS (RESTAURANT)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – Check equipment by this list:

- Plates
- glasses
- forks
- napkins

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Have you set the table properly? Yes No

STEP 2 – Did you take the order and fill it in on Form 4? Yes No

STEP 3 – Did you give order to cook? Yes No

INSTRUCTIONAL OBJECTIVE III

STEP 1 – Did you serve your customer the pie from the left side, using your left hand? Yes No

STEP 2 – Did you pour water using your right hand from your customer's right side? Yes No

STEP 3 – Did you check to see if your customer needed anything? Yes No

STEP 4 – Were you pleasant to your customer? Yes No

STEP 5 – Did you fill in the check (Form 4) and give it to your customer? Yes No

CASHIER/BOOKKEEPER (RESTAURANT)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – Did deliveryperson deliver the number of plates, cups, glasses, and forks ordered? Yes No

STEP 2 – Have you filled in Form 2? Yes No

STEP 3 – Was order correct? Yes No

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Did you receive pies and fill it in on receipt book of cashier bookkeeper (Form 3)? Yes No

STEP 2 – Did you sign delivery receipt (Form 5)? Yes No

INSTRUCTIONAL OBJECTIVE III

STEP 1 – Did each customer pay the specified price? Yes No

STEP 2 – Did you make change correctly? Yes No

STEP 3 – Were you courteous to each customer? Yes No

FOOD AND DRUG INSPECTOR (BAKERY)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – Were hands clean? Yes No

STEP 2 – Was equipment clean? Yes No

STEP 3 – Did workers use equipment properly? Yes No

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Were plates, cups, and forks wrapped? Yes No

STEP 2 – Was the equipment used in bakery covered? Yes No

STEP 3 – Did workers handle equipment carefully? Yes No

INSTRUCTIONAL OBJECTIVE III

STEP 1 – Were utensils clean? Yes No

STEP 2 – Were cooks wearing plastic gloves? Yes No

STEP 3 – Was restaurant floor clean? Yes No

STEP 4 – Were tables clean? Yes No

STEP 5 – Were workers in good health? Yes No

BAKERY SUPERVISOR (BAKERY)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – Did you select all equipment? Yes No

STEP 2 – Did you get all needed supplies? Yes No

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Did all workers help in making pies? Yes No

STEP 2 – Was correct procedure used? Yes No

STEP 3 – Was area left clean? Yes No

ORDER CLERK (BAKERY)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – After getting the order from the restaurant manager, did you fill out the top portion of Bakery order pad (Form 5)? Yes No

STEP 2 – Have you given the number of pies ordered to the bakery supervisor? Yes No

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Is the payment received accurate? Yes No

STEP 2 – Have you paid each employee including yourself? Yes No

ORDER CLERK (SUPPLY COMPANY)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – Does Form 2 correspond with the order the manager gave from Form 1? Yes No

STEP 2 – Have you given order to packer? Yes No

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Did you count equipment that the packer gave you before giving to the deliveryperson? Yes No

STEP 2 – Did you check money received in payment? Yes No

STEP 3 – Did you pay employees and yourself? Yes No

MANAGER (RESTAURANT)

INSTRUCTIONAL OBJECTIVE I

STEP 1 – Have you ordered one pie for each eight students? Yes No

STEP 2 – Have you filled in order form for bakery? Yes No

STEP 3 – After giving order to bakery, have you returned to restaurant area? Yes No

INSTRUCTIONAL OBJECTIVE II

STEP 1 – Have you ordered a plate, fork, napkin, and cup for each class member? Yes No

STEP 2 – Does the order clerk understand the order? Yes No

STEP 3 – Have you returned to your restaurant to work with employees there? Yes No

INSTRUCTIONAL OBJECTIVE III

STEP 1 – Have you read the instruction sheet for each employee? Yes No

STEP 2 – Do you have an employee for each job? Yes No

DELIVERYPERSON (SUPPLY COMPANY)

STEP 1 – Did you deliver supplies? Yes No

STEP 2 – Did you check money received in payment? Yes No

DINING ROOM ATTENDANT (RESTAURANT)

STEP 1 – Did you clean each table area as soon as the customer left? Yes No

STEP 2 – Did you put paper items in garbage and take other utensils to the kitchen helper? Yes No

COOK (RESTAURANT)

STEP 1 – Did you wash your hands and put on your plastic gloves? Yes No

STEP 2 – Did you cut each pie into eight pieces and put them on the plates? Yes No

STEP 3 – When all the customers have been served, did you clean up your work area? Yes No

KITCHEN HELPER (RESTAURANT)

STEP 1 – Do you have two pans of water; one with soap in it? Yes No

STEP 2 – Did you wash, rinse, and dry all utensils? Yes No

STEP 3 – Are dishes stacked and ready for the next use? Yes No

STEP 4 – Did you dispose of water? Yes No

HOME ECONOMICS – FOOD SERVICE, RESTAURANT

Kit No. 17

STUDENT ACTIVITY GUIDE

Prepared by

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State Department of Education
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FOOD SERVICE, RESTAURANT

INTRODUCTION

This activity is derived from the food service industry. It is designed to show you the operation of a restaurant through group involvement.

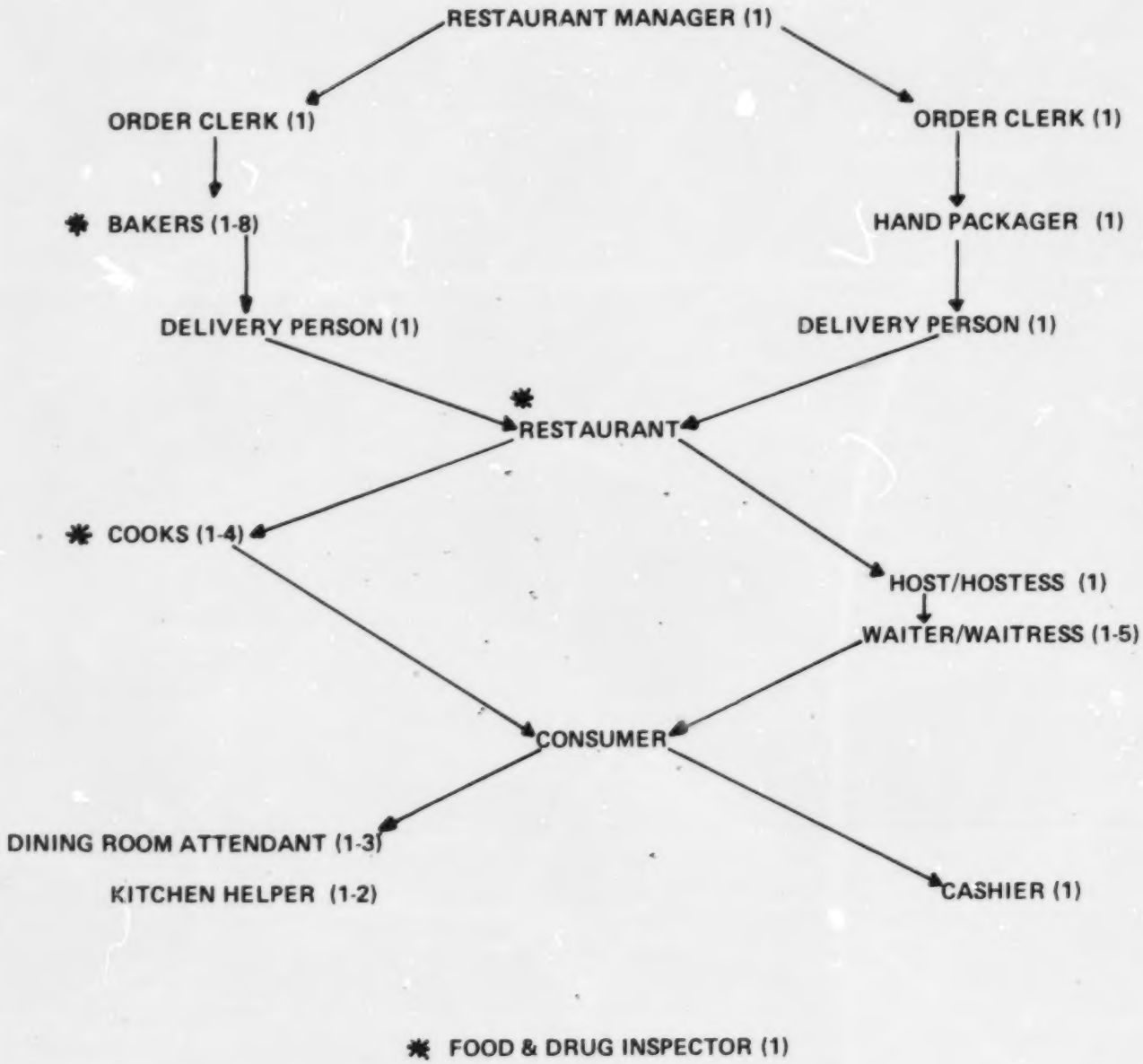
The restaurant manager starts the chain reaction which carries the activity through completion.

Students who work in the bakery and supply companies will be paid and will then use their money to obtain a piece of pie in the restaurant. All restaurant workers are paid in goods (a piece of pie).

MATERIAL

Cards for each area
Hand mixer
4 dish pans (plastic)
spatula
knife
mixing bowls
can opener
plastic gloves
4 pie shells
4 pkgs. instant pie filling
2 cans evaporated milk
soap
paper towels
plates
cups
forks
napkins

FLOW CHART – FOOD SERVICE



FOOD & DRUG INSPECTOR (1)

INTRODUCTION

The food service industry covers a wide range of jobs and services. Many people are involved in the operation of a restaurant. Large restaurants employ as many as 150 employees. Jobs range from a manager to a dining room attendant. In this activity you will have a job related to a real restaurant operation. Your tasks will be given to you in this programmed text. If you complete your tasks successfully you will be paid and actually eat at the restaurant as a customer.

GOALS

To expose the student to an array of occupations associated with the restaurant business.

To actively involve the student in a simulated restaurant situation.

To help the student determine his/her likes and/or dislikes for various occupations associated with the restaurant business.

To familiarize the student with the various means available for obtaining information about occupations.

To make the student aware of the economic system.

DIRECTIONS

Do not write in this booklet. Because this activity deals with the preparation of food, keep this booklet clean and neat at all times. If you have any questions ask your instructor for help.

MATERIALS

None

PROGRAMMED TEXT

Instructional Objective 1

The inspector will inspect bakery for cleanliness.

STEP 1 — Inspect bakers' hands by holding them in yours and making sure they are clean. Be sure their hair is neat, long hair must be pulled back.

STEP 2 — Inspect mixing bowls, spatulas and other utensils to make sure all equipment is clean before it is used.

STEP 3 – Make sure bakers wear plastic gloves while preparing pies.

STEP 5 – Give report to bakery supervisor.

STEP 4 – Be sure bakers used the equipment properly.

Check Point

Bakers' hands were clean.
The equipment was clean.
Workers used equipment properly.

instructional Objective II

The inspector will check the equipment and supply company.

STEP 1 – Look to see if equipment and supplies are wrapped or covered.

STEP 2 – Check to see that workers have a neat and clean appearance.

STEP 3 – Inspect company floors and counters to see that they are clean.

Check Point

Plates, cups, and forks were wrapped.
Equipment was covered.
Company floors and counters were clean.

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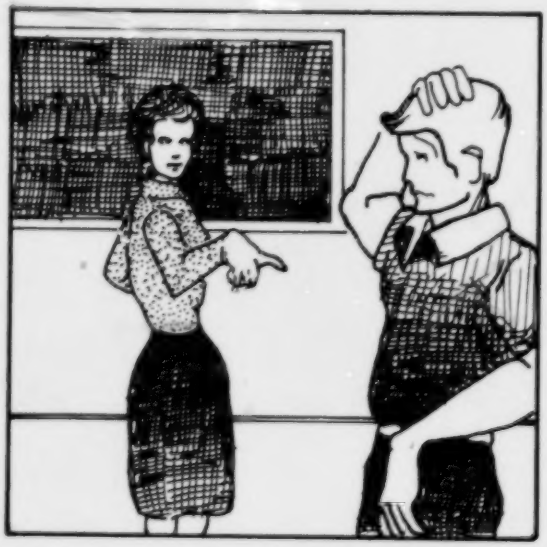
Instructional Objective III

The inspector will inspect restaurant for cleanliness.

STEP 1 – Check restaurant utensils for cleanliness.

STEP 2 – Observe cooks to be sure they are wearing plastic gloves.

STEP 3 – Make notes of unsanitary conditions.



STEP 4 – Notify manager if you see unsanitary practices.

Check Point

Restaurant utensils are clean.
Cooks are wearing plastic gloves.
Restaurant floor and tables are clean.

NOTE: Check the pie by eating a piece.

INTRODUCTION

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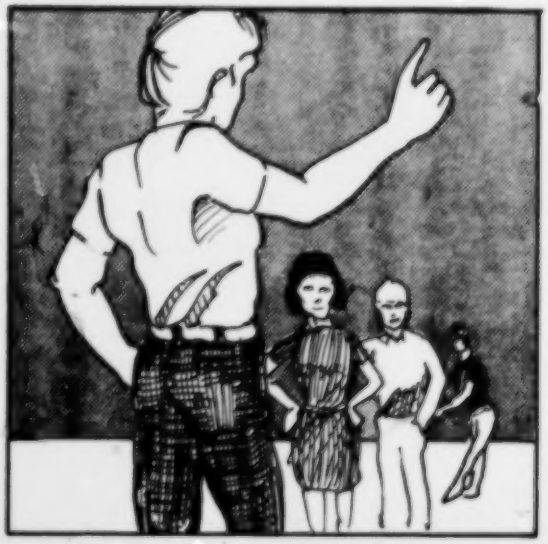
PROGRAMMED TEXT

RESTAURANT MANAGER

Since production of a product depends entirely upon demand for this product, the restaurant manager starts the chain reaction in this food service situation.

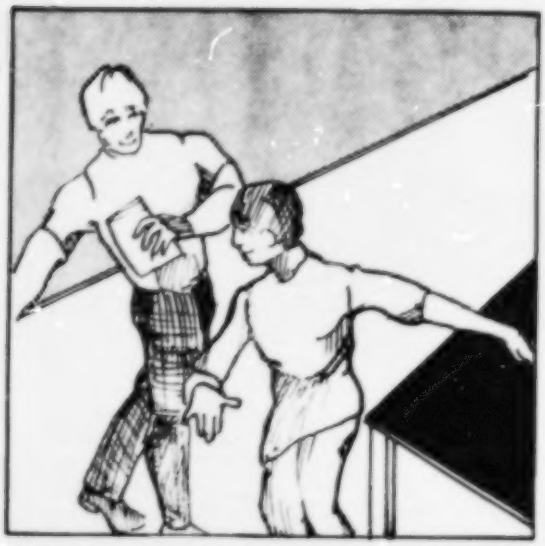
Instructional Objective 1

The manager will determine the number of chocolate pies needed in his/her restaurant and place an order for these pies with the bakery supervisor.



STEP 1 – Determine number of pies – one pie for each eight class members.

STEP 2 – Fill in top portion of the order check list for the Restaurant under Bakery. (Form No. 1)



STEP 3 – Give order to the Bakery Supervisor.

STEP 4 – Return to Restaurant to take up duties of manager there.

Check Point

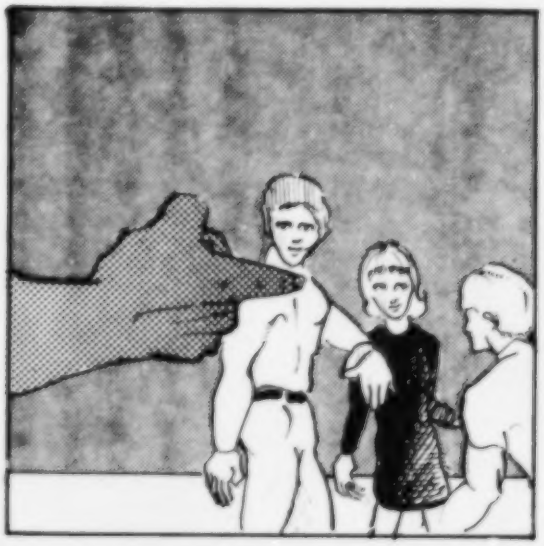
Have you ordered one pie for each eight students?

Have you filled in order form for bakery?

After giving order to bakery, have you returned to restaurant area?

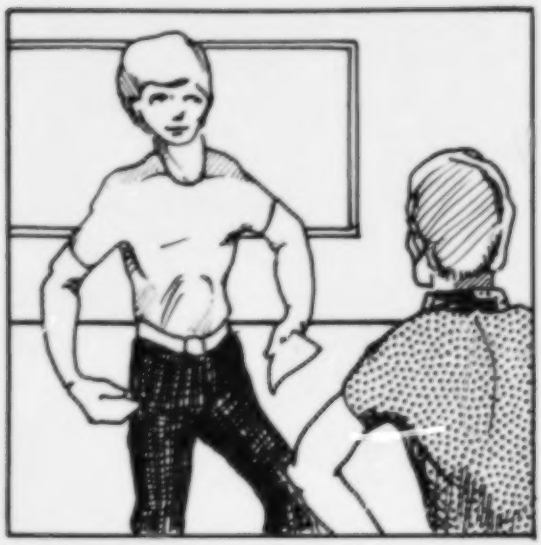
Instructional Objective II

Place order with equipment supply company for equipment needed in restaurant.



STEP 1 – Determine number of forks, plates, napkins and glasses needed – one each for each member of the class.

STEP 2 – Fill order in the Equipment and Supply Company list on the Restaurant order blank.



STEP 3 – Take order to Supply Company and give to order clerk.

STEP 4 – Return to Restaurant to take up duties of manager there.

Check Point

(Do not write in this booklet)

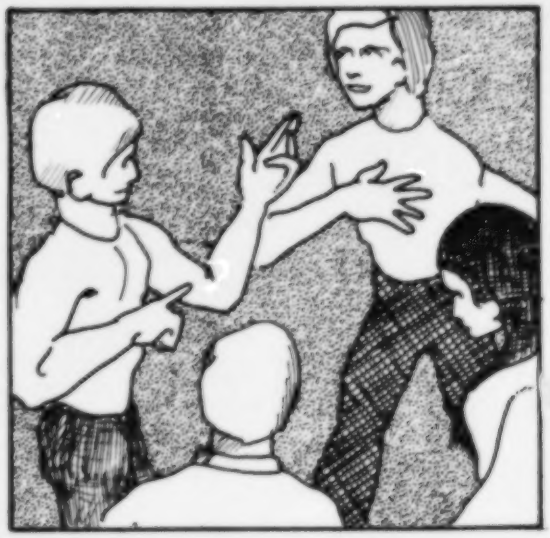
Have you ordered a plate, fork, napkin, and cup for each class member?

Does the order clerk understand the order?

Have you returned to your restaurant to work with employees there?

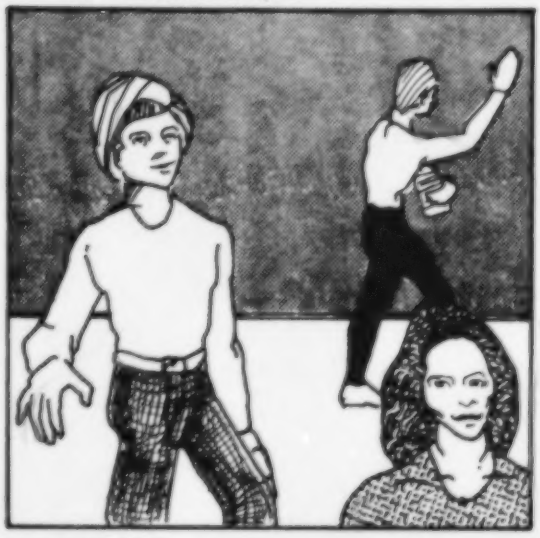
Instructional Objective III

The manager will supervise duties of his employees at the restaurant.



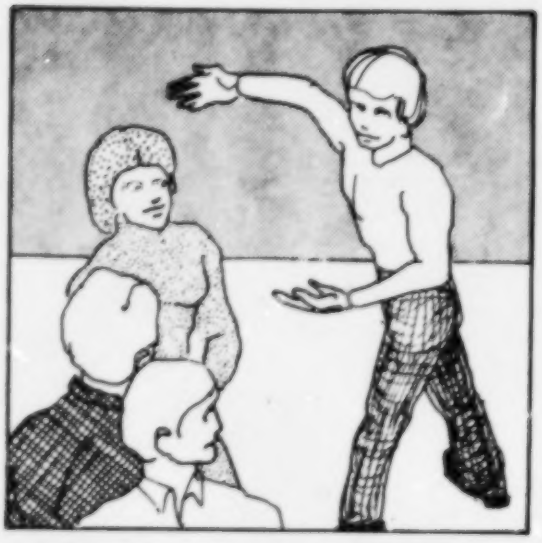
STEP 1 – Check to see who the following employees are:

A. Cashier/Bookkeeper
B. Host/Hostess
C. Waiter/Waitress
D. Dining Room Attendant
E. Cook
F. Kitchen Helper



STEP 2 – Check to see if each employee has the instructions and job description. Be sure each understands what is to be done.

STEP 3 – Become familiar with job description of each employee.



STEP 4 – Be polite and helpful to customers who come to the restaurant.

Check Point

(Do not write in this booklet)

Have you read the instructions sheet for each employee?

Do you have an employee for each job?

NOTE: As a company employee, you are entitled to a free meal.

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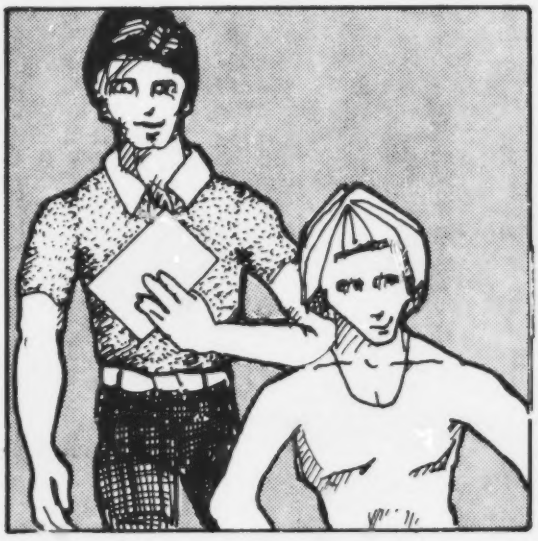
MATERIALS

Pencil

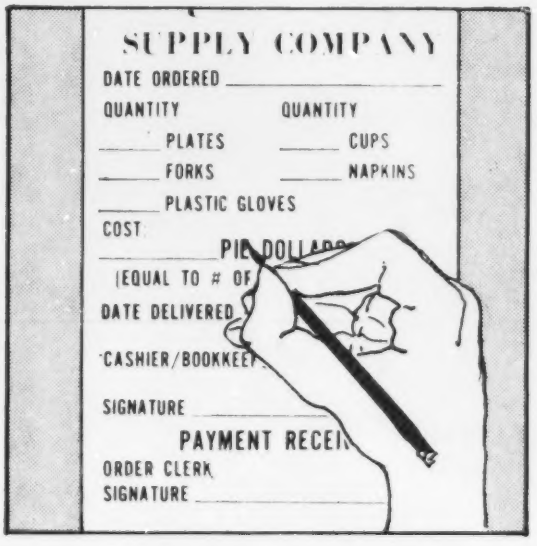
PROGRAMMED TEXT

Instructional Objective 1

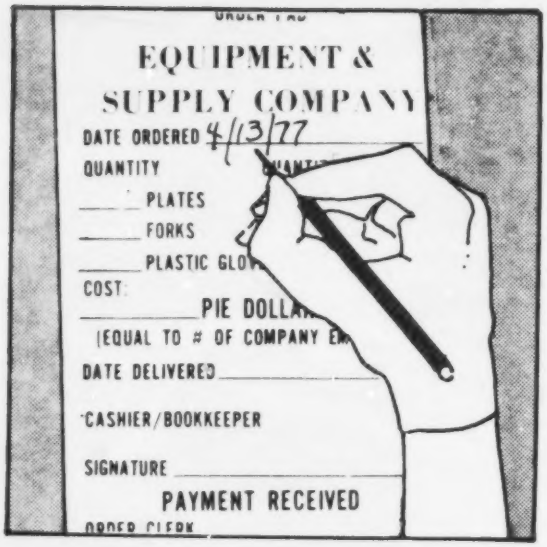
The order clerk will receive the order from the restaurant manager and record it.



STEP 1 – Take order from restaurant manager. This will be on Form 1.



STEP 2 – Record order on Form 2 and add costs.



STEP 3 – Be sure to fill out dates.

STEP 4 – Give order Form 2 to packer to fill.

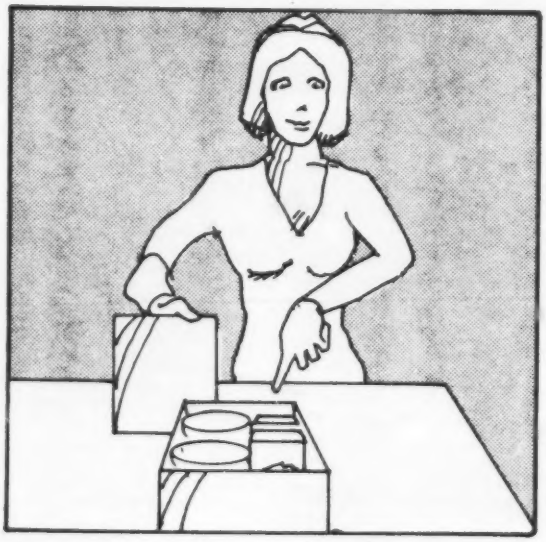
Check Point

Does Form 2 correspond with the order the manager gave from Form 1?

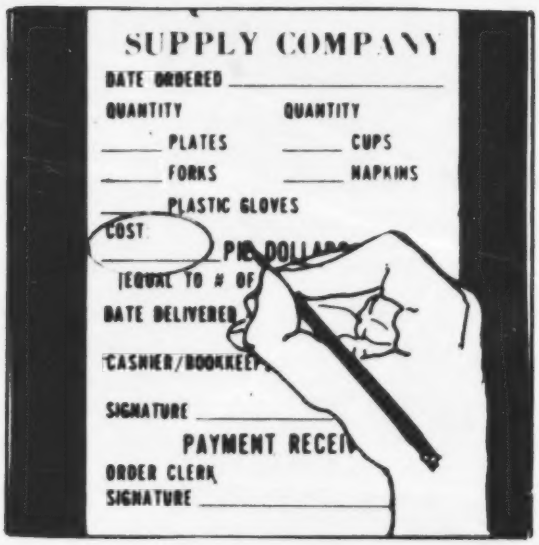
Instructional Objective 11

Receive equipment from packer and give to customer.

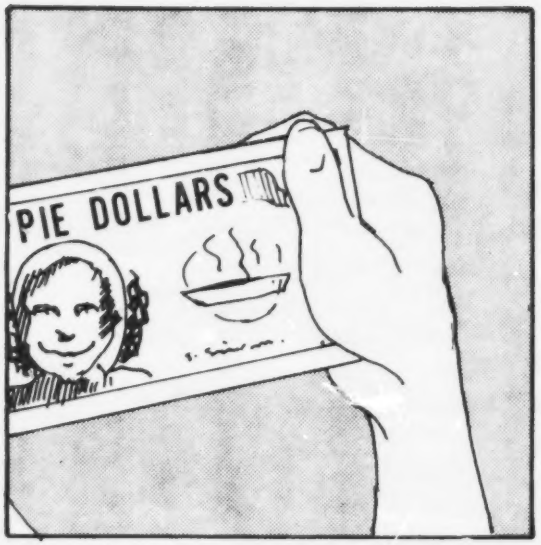
STEP 1 – Receive equipment from packer.



STEP 2 – Count to be sure it is correct.



STEP 3 – Calculate costs on Form 2.



STEP 5 – Receive payment for equipment.

STEP 6 – Pay salaries for yourself, the packer and deliveryperson.

STEP 4 – Give equipment to deliveryperson.

Check Point

(Do not write in this booklet)

Did you count equipment that the packer gave you before giving to the deliveryperson?

Did you check money received in payment?

Did you pay employees and yourself?

NOTE: After receiving salary, go to restaurant for pie. Pay for it with salary received.

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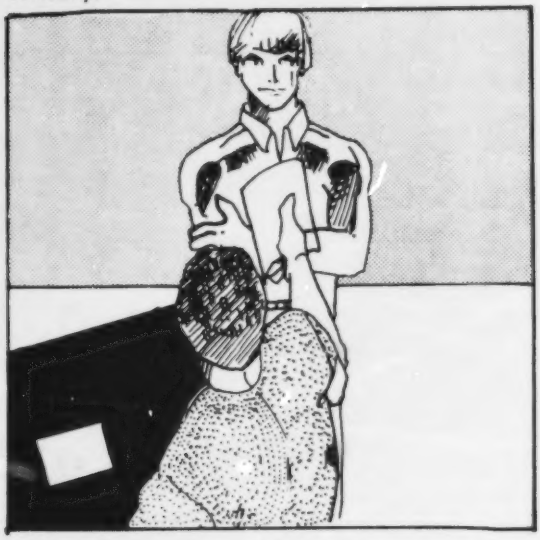
MATERIAL

Bags or Box

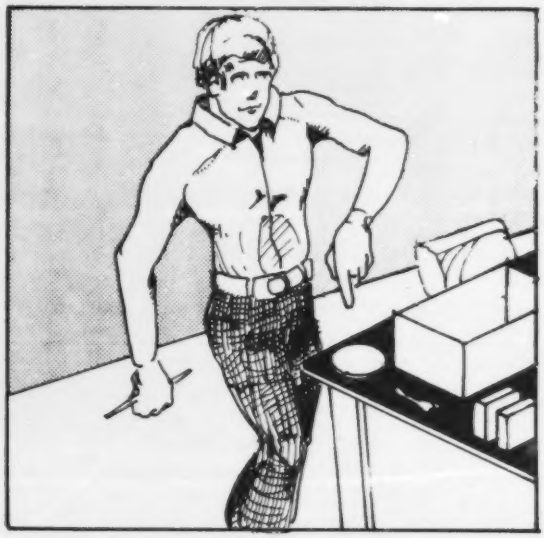
PROGRAMMED TEXT

Instructional Objective 1

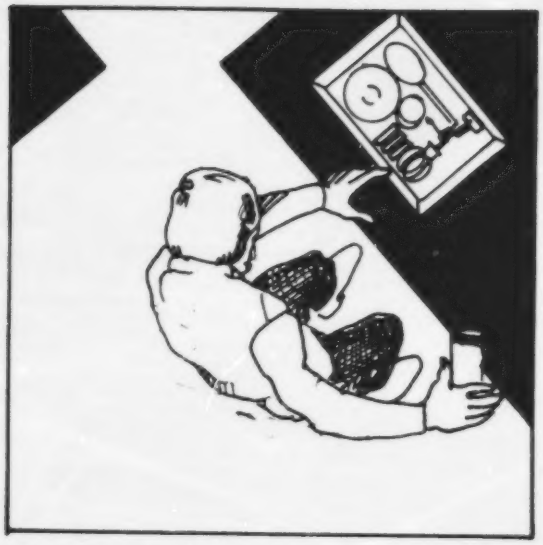
The hand packager will receive order from order clerk, fill it and pack it for delivery.



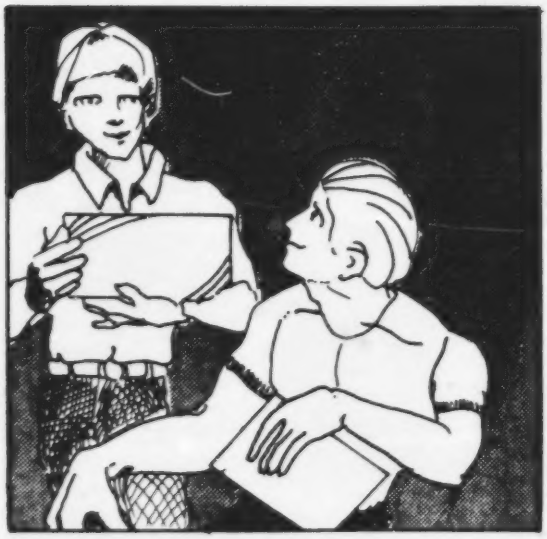
STEP 1 – Receive order from order clerk on Form 2.



STEP 2 – Count out items on order.



STEP 3 – Pack in box or bag for ease in delivery.



STEP 4 – Give items to order clerk.

Check Point

(Do not write in this booklet)

Did you count each item?

Have you packed it so the delivery–person can deliver it?

NOTE: After the order clerk has given you your salary, go to the restaurant for pie. Pay for it from salary received.

DELIVERYPERSON (SUPPLY COMPANY)

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MATERIALS

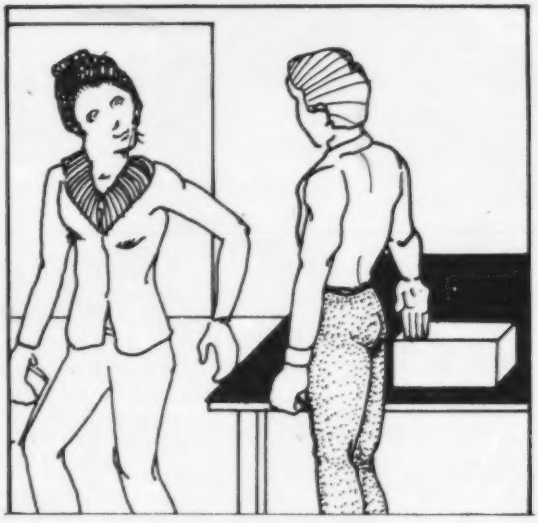
Pencil

PROGRAMMED TEXT

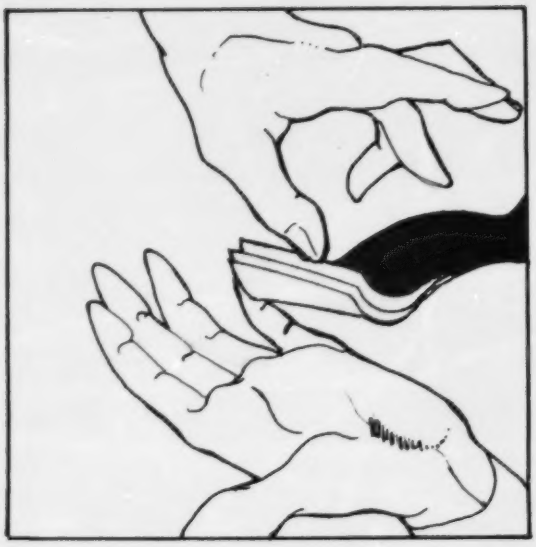
Instructional Objective 1

The deliveryperson will deliver goods to the restaurant and after receiving payment, will return to give money collected to order clerk.

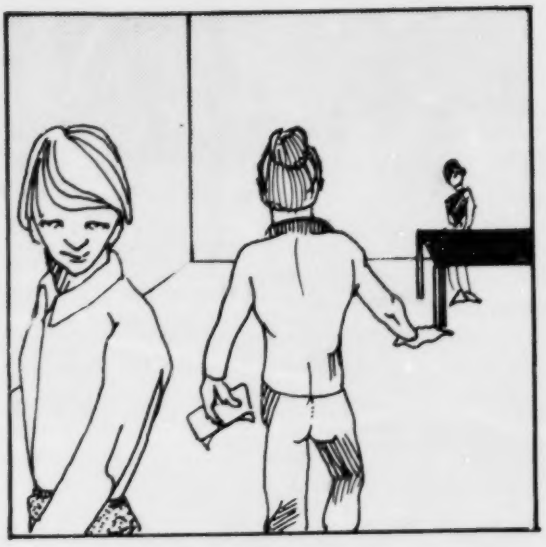
STEP 1 – Take package of goods and order form to restaurant.



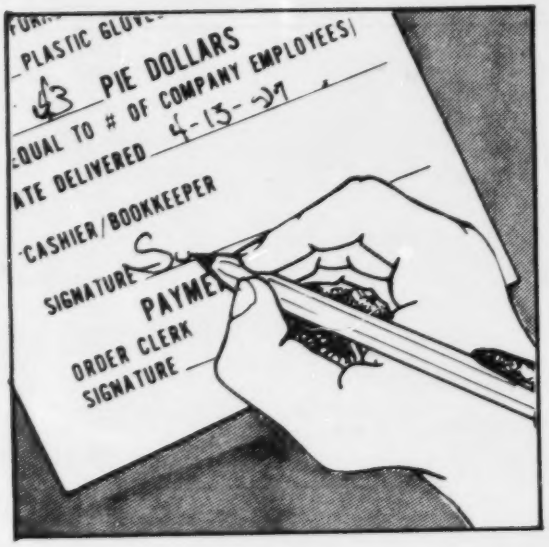
STEP 2 – Give both goods and form 2 to the cashier.



STEP 3 – Wait for payment. Be sure you receive exactly the amount on the order form.



STEP 5 – Return to equipment supply company with money and order blank 2.



STEP 4 – Have form signed by cashier/bookkeeper.

STEP 6 – Receive salary from order clerk.

Check Point

Did you deliver supplies?

Did you check money received in payment?

NOTE: As soon as you receive your salary, go to restaurant for pie. Pay for it with salary received.

INTRODUCTION

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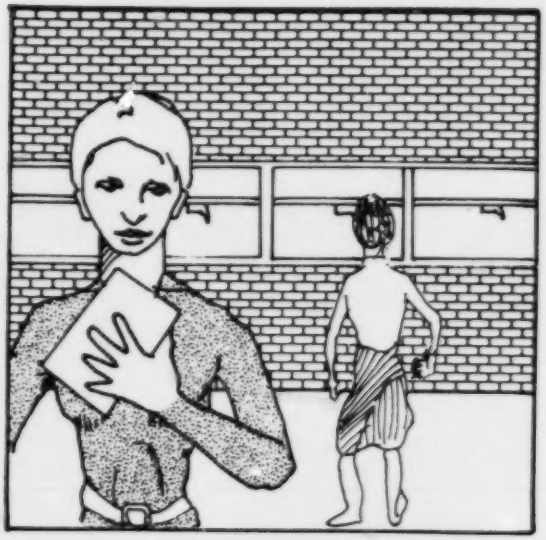
MATERIALS

Pencil

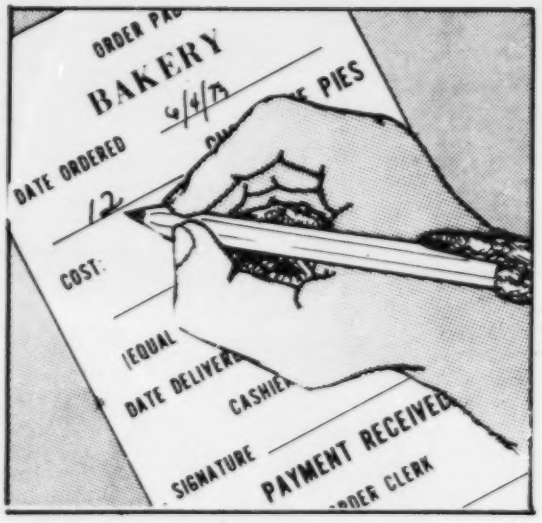
PROGRAMMED TEXT

Instructional Objective 1

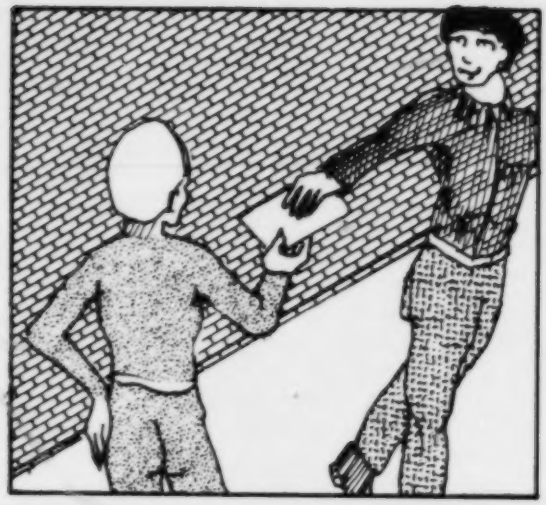
The order clerk at the bakery will receive the order for the chocolate pies from the restaurant manager and give it to the supervisor in the bakery.



STEP 1 — Receive order for chocolate pies from restaurant manager. (This order will be on Form 1.)



STEP 2 — Record on Form 5 the number of pies ordered and the date. (The cost of the pie should be sufficient to give each employee of the bakery a pie dollar).



STEP 3 – Give the order for the pie to the bakery supervisor.

Check Point

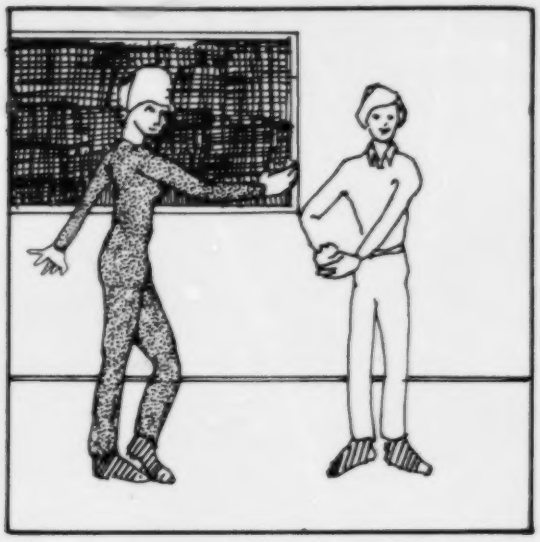
(Do not write in this booklet)

After getting the order from the restaurant manager, did you fill out the top portion of Bakery order pad (Form 5)?

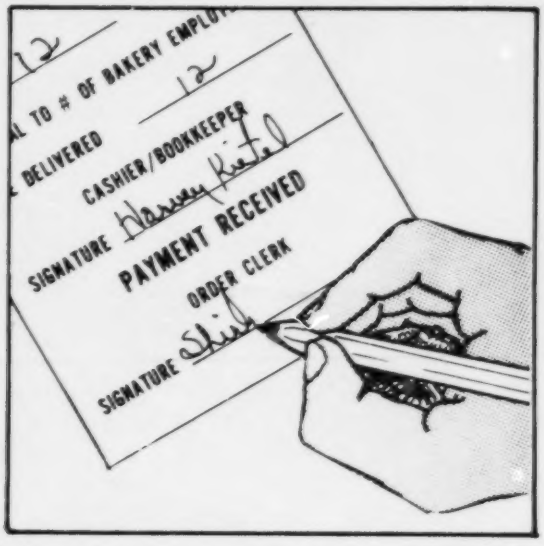
Have you given the number of pies ordered to the bakery supervisor?

Instructional Objective 11

After the pies have been made and delivered, you will receive the money paid for them, and pay each bakery employee a pie dollar.



STEP 1 – Accept payment for the pies from the deliveryperson.



STEP 2 – Sign the order (Form 5) on the bottom line.

STEP 3 – Pay each employee one pie dollar.

Check Point

(Do not write in this booklet)
Is the payment received accurate?
Have you paid each employee, including yourself?

NOTE: Go to the restaurant.

INTRODUCTION

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MATERIALS

Mixing Bowl
Hand Beater
Spatula
4 Boxes of Pie Mix
2 Cans of Evaporated Milk
4 Pie Shells
can opener

PROGRAMMED TEXT

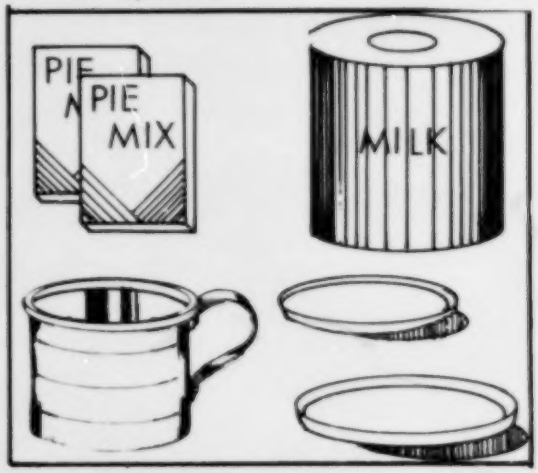
37

Instructional Objective 1

The bakery supervisor will get supplies and equipment from the equipment and supply company.

STEP 1 – Select the following equipment:

A. mixing bowl
B. hand beater
C. can opener
D. spatula



STEP 2 – Select the following supplies from supply company.

A. 2 boxes of chocolate pie mix
B. 1 can evaporated milk
C. clean water
D. 2 pie shells

Check Point

(Do not write in this booklet)
Did you select all equipment?
Did you get all needed supplies?

Instructional Objective II

Assign bakers to make pies and supervise production.

STEP 1 – Give jobs to workers.

STEP 2 – Check production.

A. Are the bakers following directions?
B. Have the bakers washed their hands?
C. Is the bakery area clean?
D. Are all the bakers working together?

Check Point

(Do not write in this booklet)
Did all workers help in making pies?
Was correct procedure used?
Was area left clean?

NOTE: After being paid, go to the restaurant.

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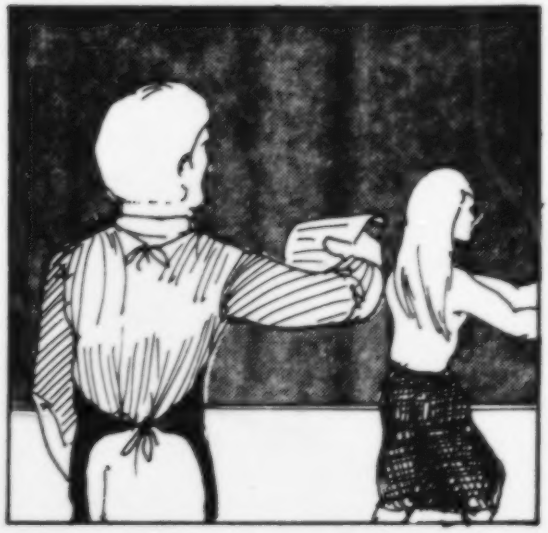
MATERIALS

Pie Filling
Pie Crust
Can of Evaporated Milk
Cold Water
Mixing Bowl
Hand Beater
Spatula
Can Opener

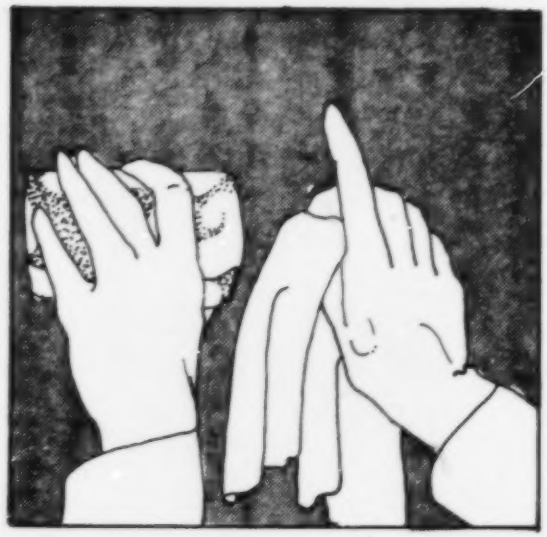
PROGRAMMED TEXT

Instructional Objective 1

The baker will prepare the pie for the restaurant.



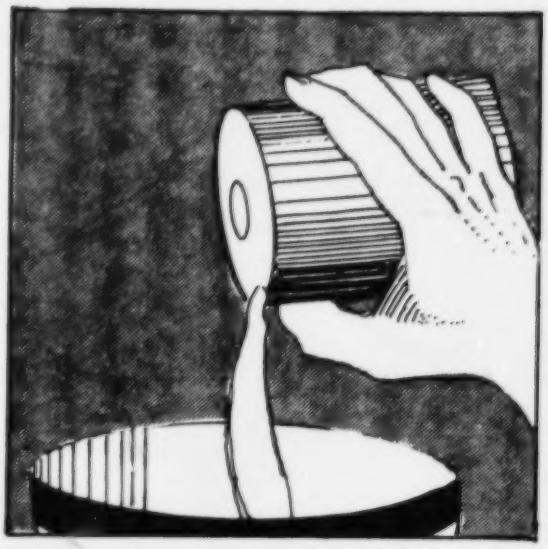
STEP 1 – Receive order from order clerk.



STEP 2 – Wash hands.

STEP 3 – Check the ingredients:

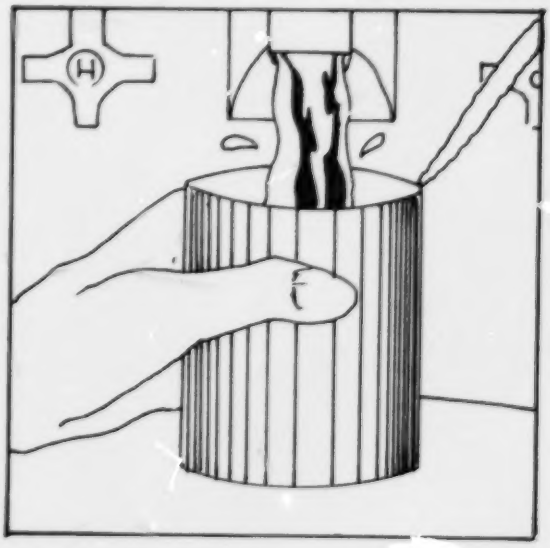
A. pie filling
B. pie crust
C. can of evaporated milk
D. clean, cold water



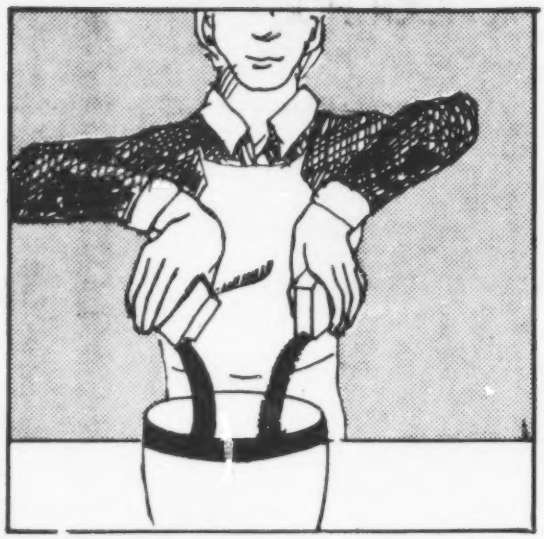
STEP 4 – Open the can of milk and pour into the mixing bowl.

Locate equipment:

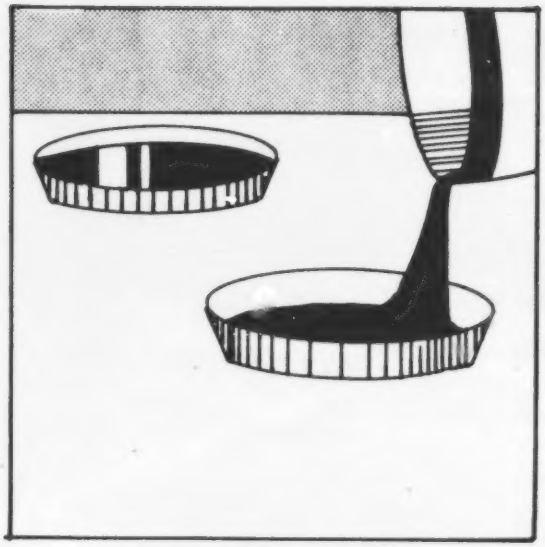
A. mixing bowl
B. hand beater
C. spatula
D. can opener



STEP 5 – Fill the milk can with cold water and add it to the milk.

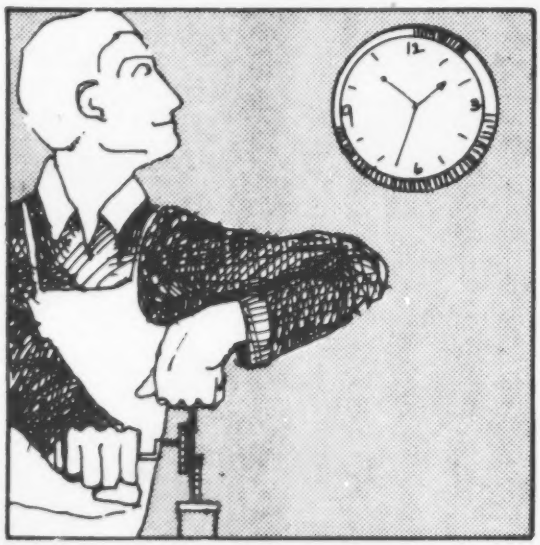


STEP 6 – Pour in two boxes of pie filling mix.

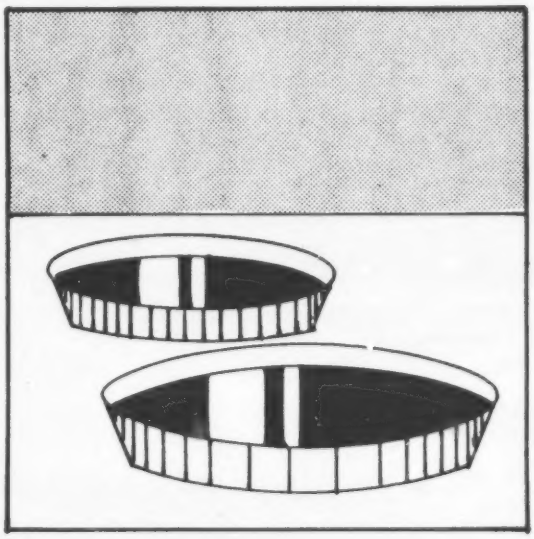


STEP 8 – Pour into two pie shells. Divide pie filling equally.

NOTE: If you need two more pies, repeat steps 4 - 8.



STEP 7 – Beat pie filling into the milk for one minute.



STEP 9 – Allow pies to thicken before packing in boxes.

41

STEP 10 – Clean up area.

Check Point

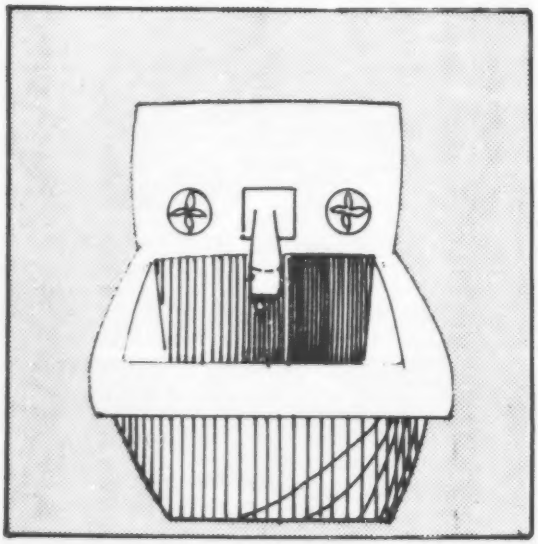
(Do not write in this booklet)

Did you get all equipment and supplies?

Did you follow steps in preparing supplies?

Have you cleaned up area?

NOTE: After you receive your pay from the order clerk, go to the restaurant.



STEP 11 – Empty water in designated place.

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MATERIAL

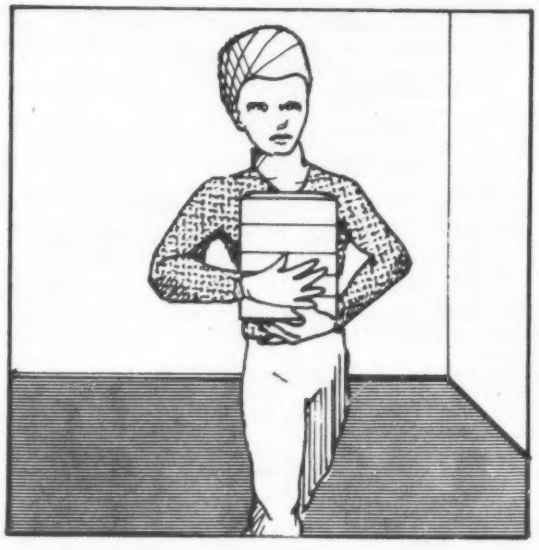
Pencil

PROGRAMMED TEXT

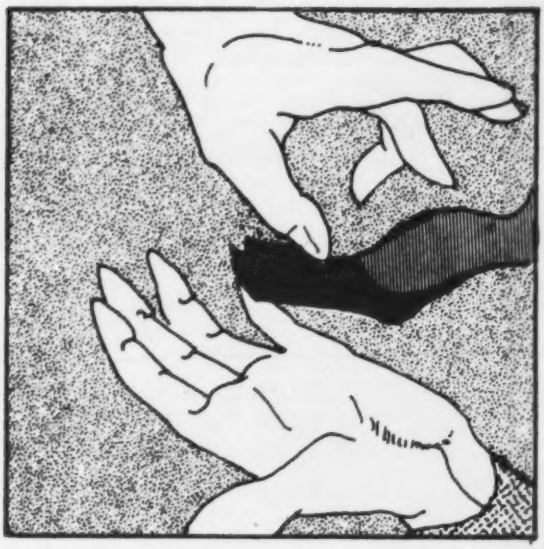
Instructional Objective 1

The deliveryperson prepares the pies for delivery and delivers them to the restaurant.

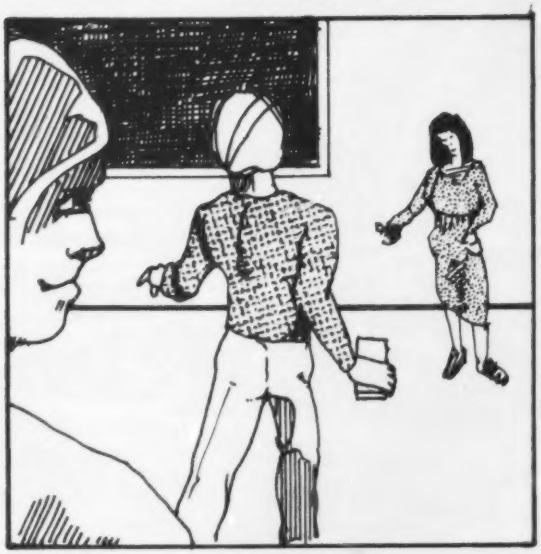
STEP 1 – Put the pies in boxes, place plastic covers over metal pan.



STEP 2 – Take the bakery order blank with you to have cashier, bookkeeper sign for them.



STEP 3 – Deliver pies to restaurant.
STEP 4 – Receive payment for the pies.



STEP 5 – Return to bakery and turn money in to order clerk.

Check Point

(Do not write in this booklet)
Did you pack and deliver the pies?
Did you receive payment for the pies and give it to the order clerk?

NOTE: After being paid, go to the restaurant.

CASHIER/BOOKKEEPER (RESTAURANT)

INTRODUCTION

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To actively involve the student in a simulated restaurant situation.

To help the student determine his/her likes and/or dislikes for various occupations associated with the restaurant business.

To familiarize the student with the various means available for obtaining information about occupations.

To make the student aware of the economic system.

DIRECTIONS

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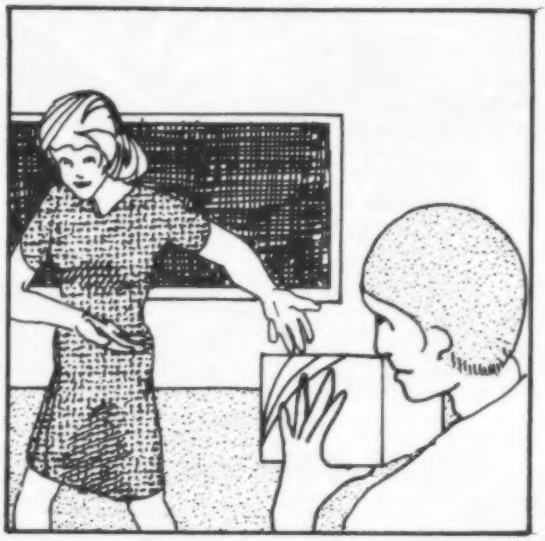
MATERIALS

$25 pie money

PROGRAMMED TEXT

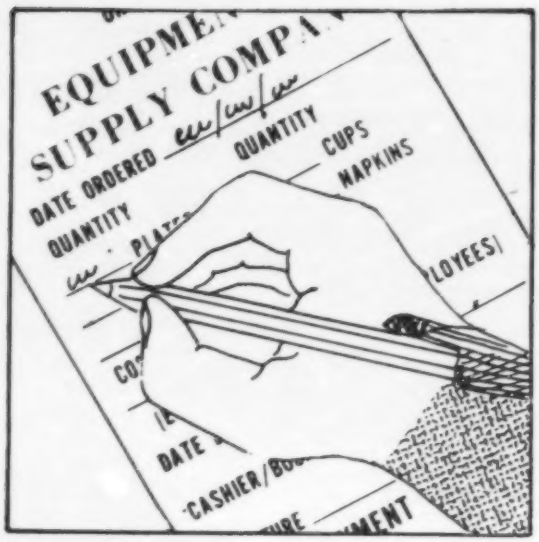
Instructional Objective

As cashier/bookkeeper you will receive the deliveries from the supply company and pay bills.

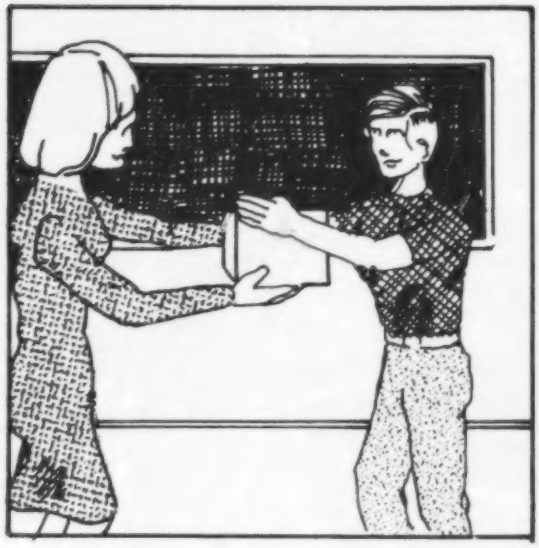


STEP 1 – Receive deliveries from Supply Company.

STEP 2 – Count to see if order is correct – check by order blank.



STEP 3 – Fill in the record of receipt of goods – and sign it. (Form 2)



STEP 5 – See that waiter/waitress gets supplies.

STEP 4 – Pay deliveryperson for the pies received with money provided.

Check Point

Did deliveryperson deliver the number of plates, cups, glasses and forks ordered?

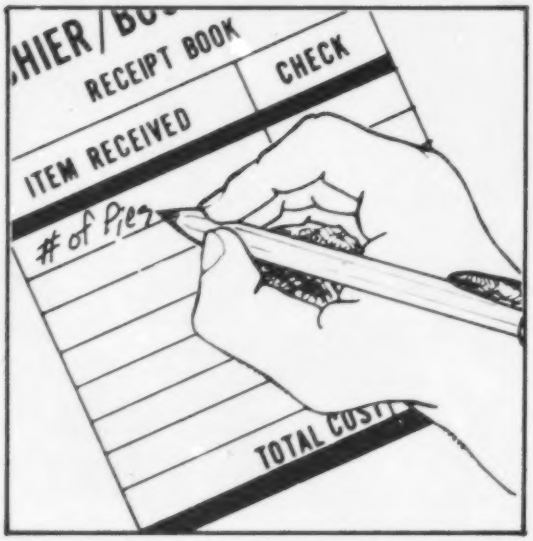
Have you filled in Form 2?

Was the order correct?

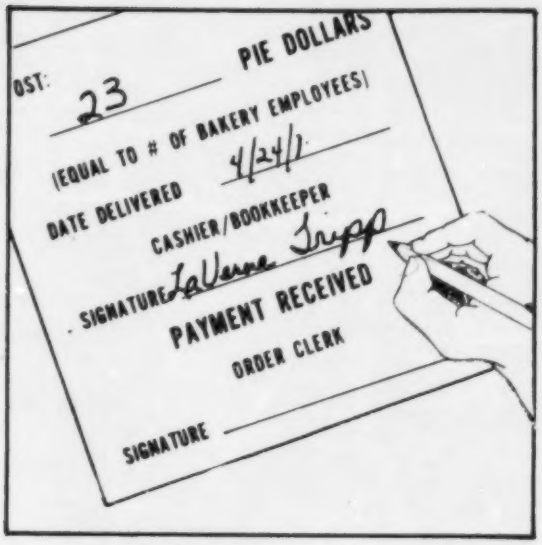
Instructional Objective II

The cashier/bookkeeper will receive pies from bakery.

STEP 1 – Receive pies from deliveryperson.



STEP 2 – Record receipt of pies. (Form 3)



STEP 3 – Sign delivery form. (Form 5)

STEP 4 – Pay for pies with pie dollars. (Amount agreed upon on Form 5)

Check Point

(Do not write on this booklet)

Did you receive pies and fill it in on receipt book of Cashier/Bookkeeper? (Form 2)

Did you sign delivery receipt? (Form 5)

Instructional Objective III

As cashier, you will receive payment from customers for food eaten. (Employees do not pay for food).

STEP 1 – Stay at the place designated by the manager to receive payments for food eaten by customers.

STEP 2 – Make change correctly.

STEP 3 – It is also one of your responsibilities to be pleasant and courteous to customers.

Check Point

Did each customer pay the specified price?

Did you make change correctly?

Were you courteous to each customer?

NOTE: As an employee you are entitled to a free meal.

INTRODUCTION

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To familiarize the student with the various means available for obtaining information about occupations.

To make the student aware of the economic system.

DIRECTIONS

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MATERIALS

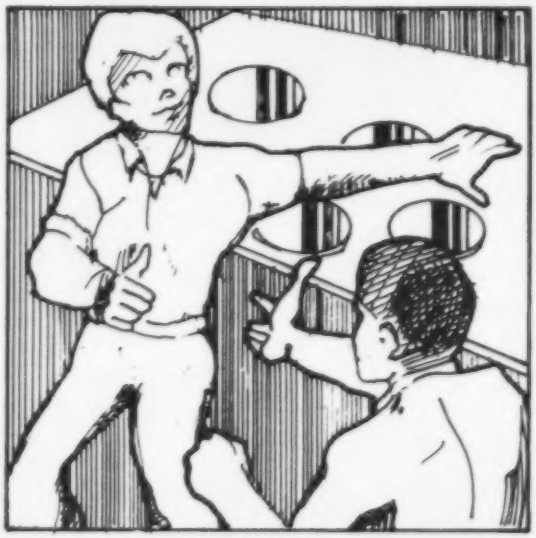
Plastic Gloves
Knife
Spatula

PROGRAMMED TEXT

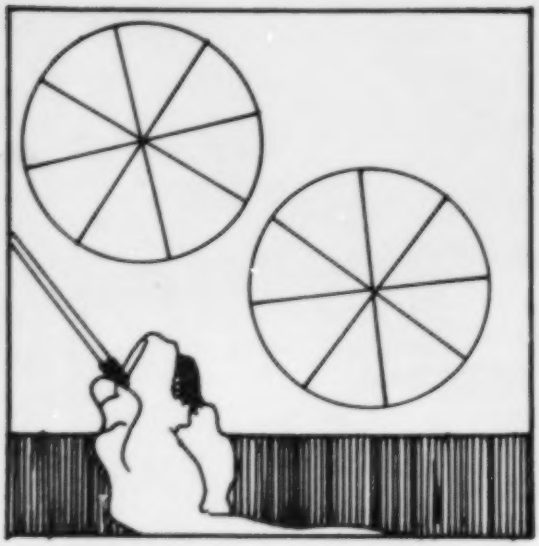
Instructional Objective 1

The cook will cut pie and put on the plates for serving.

STEP 1 – Wash hands well and put on the plastic gloves.



STEP 2 – Obtain pies from cashier/bookkeeper.



STEP 3 – Cut the pie into eight pieces. It will probably be easier to cut the pie in half first; then fourths; then eighths. (see diagram)

STEP 5 – When everyone has been served take used utensils to the kitchen helper and clean up your work area.

Check Point

(Do not write in this booklet)

Did you wash your hands and put on your plastic golves?

Did you cut each pie into eight pieces and put them on the plates?

When all the customers have been served, did you clean up your work area?

NOTE: As an employee, you are entitled to one free meal.

STEP 4 – Place each piece of pie on the plates. (use the spatula)

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INTRODUCTION

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MATERIALS

None

PROGRAMMED TEXT

The host/hostess is usually the first contact customers have with the restaurant. It is important that the host/hostess is friendly courteous and pleasant.

Instructional Objective 1

Host/Hostess will greet each customer and show him/her to the seat.

STEP 1 – Meet each customer as he/she enters the area.

STEP 2 – Ask how many are in the group.

STEP 3 – Walk before each customer to the table.

STEP 4 – In seating a woman, pull the chair out far enough from the table for customer to be seated. As she sits, gently move the chair up. Sometime men will seat themselves while you are seating the women. If not, you may move his chair out slightly;he will follow up.

STEP 6 – Tell them that the waiter or waitress will take the order.

Check Point

(Do not write in this booklet)

Did you greet customers pleasantly?

Did you take each customer to the table and seat him/her properly?

Did you give each person a menu and assure him/her that the order would be taken very soon?

STEP 5 – If menus are provided give one to each person.

NOTE: As an employee, you are entitled to a free meal.

INTRODUCTION

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MATERIALS

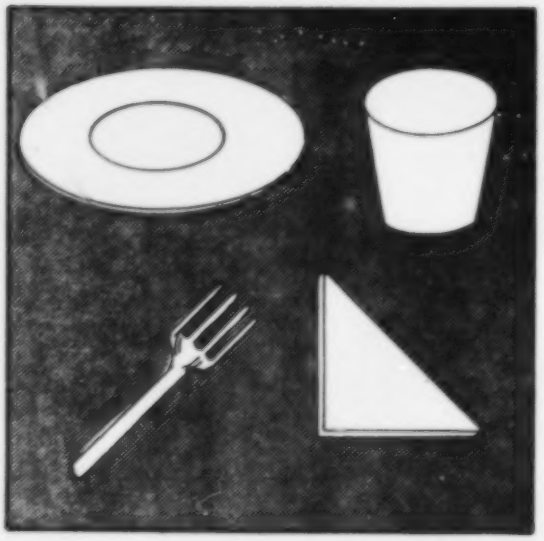
Plates
Glasses
Forks
Napkins
Order Pad

PROGRAMMED TEXT

Remember the customer in the restaurant is of primary importance. You will strive to make the meal a pleasant and enjoyable experience.

Instructional Objective 1

The waiter/waitress will obtain supplies from the cashier/bookkeeper.



STEP 1 – You will need for each class member:

1 plate
1 glass
1 fork
1 napkin

STEP 2 – Leave the plates with the cook for the pie.

Check Point

CHECKPOINT:

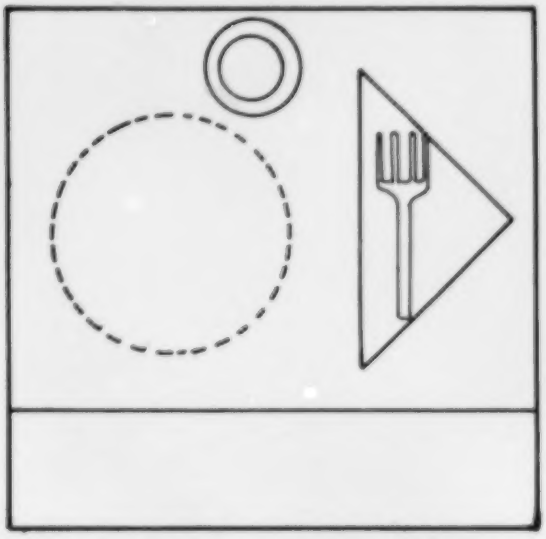
(Do not write on this booklet)

Check equipment by this list.

- plates
- glasses
- forks
- napkins

Instructional Objective II

The waiter/waitress will set the table and take order from customer and give to cook.

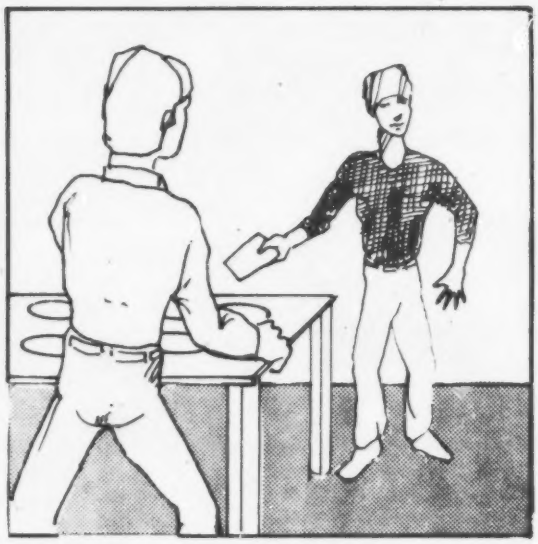


STEP 1 – Carry the following items from the kitchen to the table on a tray. (If more than one person comes in together take enough for the group)

STEP 2 – Set the table:

- Napkin – to the customers right
- Fork – Place upon napkin
- Glass of water – at the right of and above space where plate will be placed

STEP 3 – Take order from customer. Write it on form Waiter/Waitress. (Form 4)



STEP 4 – Give order to cook.

Check Point

Have you set the table properly?

Did you take the order and fill it in on form 4?

Did you give order to cook?

Instructional Objective III

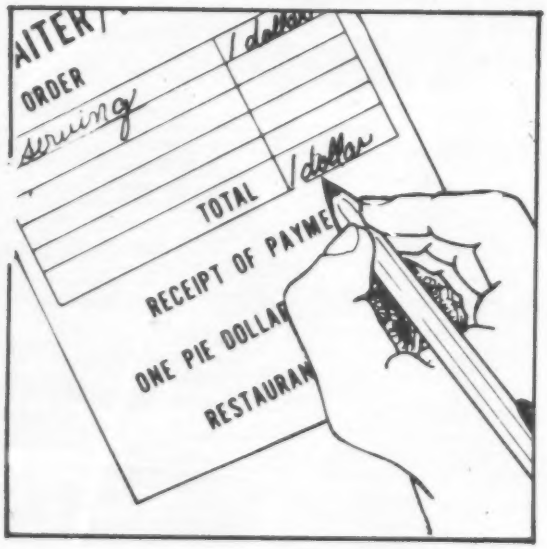
The Waiter/Waitress will serve the pie (given him/her by the cook) to the customers at the table. If more than one person placed an order at the same time, you may serve them at the same time.

STEP 1 – Serve each customer from his/her left side.

STEP 2 – Place the pie on the table directly in front of the customer, using your left hand.

STEP 3 – Check to see if your customer needs additional water. If he/she does, hold the pitcher in your right hand and pour water from your customer's right side. (You do not reach in front of him/her.)

STEP 4 – Check customer's satisfaction.



STEP 5 – When your customer has finished eating, fill in total cost and place it front side down on the table.

Check Point

(Do not write in this booklet)

Did you serve your customer the pie from the left side, using your left hand?

Did you pour water using your right hand from your customer's right side?

Did you check to see if your customer needed anything?

Were you pleasant to your customer?

Did you fill in the check (form 4) and give it to your customer?

NOTE: As an employee, you are entitled to one free meal.

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INTRODUCTION

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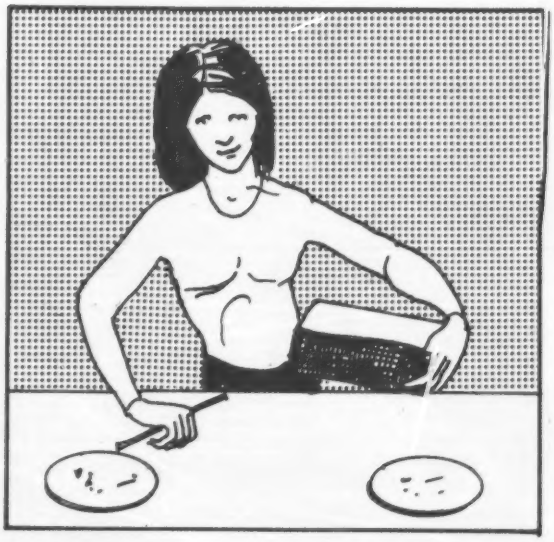
MATERIALS

Tray, paper towels

PROGRAMMED TEXT

Instructional Objective 1

As dining room attendant, clean the tables and take dishes and silver to kitchen helper.



STEP 1 – Clear tables after customer has left.

STEP 2 – Put on tray and take to kitchen helper.

STEP 3 – Wipe off tables – you may have to use the water the kitchen helper is using.

STEP 4 – Dispose of paper items.

Check Point

Did you clean each table area as soon as the customer left?

Did you put paper items in garbage and take other utensils to the kitchen helper?

NOTE: As an employee you are entitled to one free meal.

INTRODUCTION

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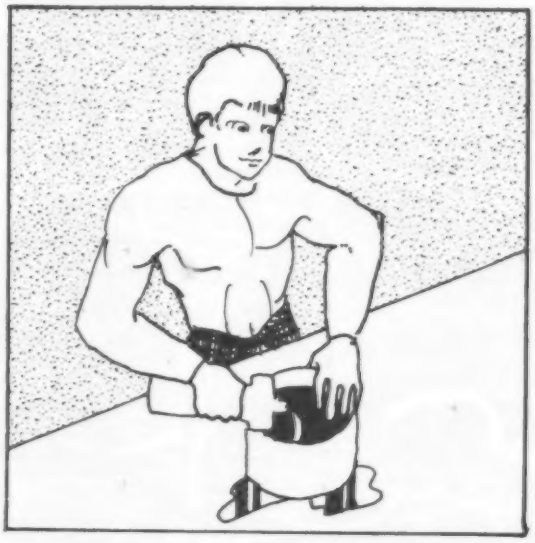
MATERIALS

Plastic Pan
Soap
Water

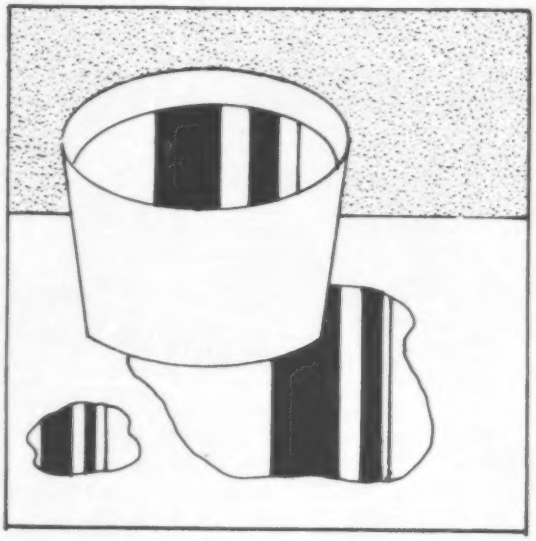
PROGRAMMED TEXT

Instructional Objective 1

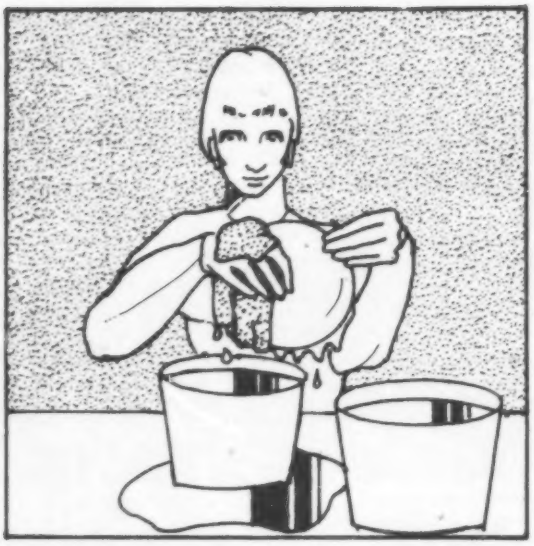
The kitchen helper will wash, rinse and dry the dishes used in dining area.



STEP 1 – Mix soap and water in one plastic pan.

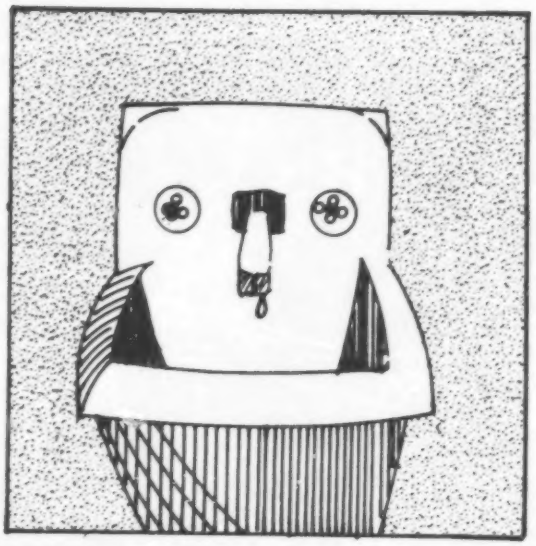


STEP 2 – Have clean water in the other pan.

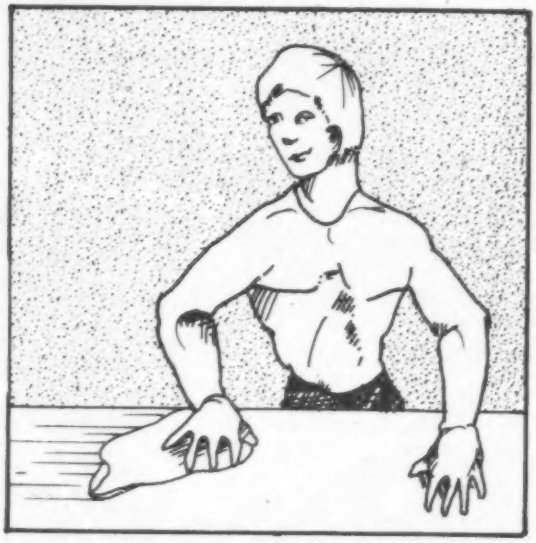


STEP 3 – When dining room attendant brings in utensils, wash in the container of soap and water; rinse in clear water.

STEP 4 – Dry utensil and stack for the next class.



STEP 5 – When you have finished, dispose of the water in both pans, dry out pans and put them away.



STEP 6 – Clean work area.

Check Point

(Donot write in this booklet)

Do you have two pans of water; one with soap in it?

Did you wash, rinse and dry all utensils?

Are dishes stacked and ready for the next use?

Did you dispose of water?

NOTE: As an employee you are entitled to one free meal.

318.137-010 KITCHEN HELPER (hotel & rest.) cookee; cook helper; kitchen hand; kitchen porter; kitchen runner.

Performs any combination of the following duties to maintain kitchen work areas and restaurant equipment and utensils in clean and orderly condition: Sweeps and mops floors. Washes worktables, walls, refrigerators, and meat blocks. Segregates and removes trash and garbage and places it in designated containers. Steam-cleans or hoses-out garbage cans. Sorts bottles, and breaks disposable ones in bottle-crushing machine. Washes pots, pans, and trays by hand. Scrapes food from dirty dishes and washes them by hand or places them in racks or on conveyor to dishwashing machine. Polishes silver, using burnishing-machine tumbler, chemical dip, buffing wheel, and hand cloth. Holds inverted glasses over revolving brushes to clean inside surfaces. Transfers supplies and equipment between storage and work areas by hand or by use of handtruck. Sets up banquet tables. Washes and peels vegetables, using knife or peeling machine. May be known according to task performed as DISHWASHER, HAND (hotel & rest.); DISHWASHER, MACHINE (Hotel& rest.); GARBAGE PORTER (hotel & rest.); POTWASHER (hotel & rest.); SILVERWARE WASHER (hotel & rest.).

315.361-010 COOK (any ind.) cook, mess.

Prepares and cooks family-style meals for crews or residents and employees of institutions: Cooks foodstuffs in quantities according to menu and number of persons to be served. Washes dishes. Bakes breads and pastry [BAKER (hotel & rest.)]. Cuts meat [BUTCHER, MEAT (hotel & rest.)]. Plans menu taking advantage of foods in season and local availability. May serve meals. May order supplies and keep records and accounts. May direct activities of one or more workers who assist in preparing and serving meals. May be designated according to work location as COOK, CAMP (any ind.); COOK, INSTITUTION (any ind.); COOK, RANCH (agric.); COOK, SHIP (water trans.).

311.477-026 WAITER/WAITRESS, FORMAL (hotel & rest.)

Serves meals to patrons according to established rules of etiquette, working in formal setting: Presents menu to diner, suggesting dinner courses, appropriate wines, and answering questions regarding food preparation. Writes order on check or memorizes it. Relays order to kitchen and serves courses from kitchen and service bars. Garnishes and decorates dishes preparatory to serving. Serves patrons from chafing dish at table. Observes diners to fulfill any additional request and to perceive when meal has been completed. Totals bill and accepts payment or refers patron to CASHIER (clerical) II. May carve meats, bone fish and fowl, and prepare flaming dishes and desserts at patron's table. When serving at banquets, may be designated WAITER/WAITRESS, BANQUET (hotel & rest.).

352.677-010 PASSENGER SERVICE REPRESENTATIVE (r.r. trans.) I host/hostess, railway.

Renders personal services to railroad passengers to make their trip pleasant and comfortable: Straightens seat cushions and window shades to prepare cars for passengers. Greets passengers boarding trains and introduces passengers to each other. Answers questions about train schedules, travel routes, and railway services. Assists in feeding and caring for children during transit. Assists ill passengers.

211.362-010 CASHIER (clerical) I cash-accounting clerk; cash clerk; cashier, general.

Performs any combination of following duties to receive funds from customers and employees, to disburse funds, and to record monetary transactions in a business establishment or place of public accommodation: Receives cash or checks from customers and employees in person or by mail. Completes credit-card charge transactions for customers using charge plate. Counts money to verify amounts and issues receipts for funds received. Issues change and cashes checks. Compares totals on cash register with amount of currency in register to verify balances. Endorses checks and lists and totals cash and checks for bank deposit.

Prepares bank deposit slips. Withdraws cash from bank accounts and keeps custody of cash fund. Disburses cash and writes vouchers and checks in payment of company expenditures. Posts data to accounts and balances receipts and disbursements. Compiles collection, disbursement, and bank-reconciliation reports. Operates office machines, such as typewriter, calculating, bookkeeping, and check-writing machines. May authorize various plant expenditures and purchases. May prepare payroll and paychecks. May be designated according to specialization as AGENCY CASHIER (insurance); CASHIER, FRONT OFFICE (hotel & rest.); CIRCULATION CASHIER (print. & pub.). When disbursing money in payment of wages, materials, taxes, plant maintenance, and other company expenses, is designated as DISBURSEMENT CLERK (clerical). When keeping records of cash receipts and maintaining operating reserves in bank for various hotel departments may be designated as HOTEL CASHIER, GENERAL (hotel & rest.). When clearing accounts and issuing financial statements and receipts to hosiptal or nursing-home patients, is designated as HOSPITAL CASHIER (medical ser.).

187.167-106 MANAGER, FOOD SERVICE (hotel & rest.; per. ser.)

Coordinates food service activities of hotel, restaurant, or other similar establishment or at social functions: Estimates food and beverage costs and requistions or purchases supplies. Confers with food preparation and other personnel to plan menus and related activities, such as dining room, bar, and banquet operations. Directs hiring and assignment of personnel. Investigates and resolves food quality and service complaints. May be designated according to type of establishment or specialty as CATERER (per. ser.); MANAGER, BANQUET (hotel & rest.); MANAGER, CAFETERIA OR LUNCHROOM (hotel & rest.); MANAGER, CATERING (hotel & rest.); MANAGER, FOOD AND BEVERAGE (hotel & rest.); MANAGER, RESTAURANT OR COFFEE SHOP (hotel & rest.).

526.131-010 BAKERY SUPERVISOR (bake. prod.)

Supervises and coordinates activities of workers engaged in mixing, dividing, molding, and proofing of dough, and in baking, slicing, and wrapping of bread, pastries, and other bakery products: Examines dough and batter for specified consistency. Reads charts of fermentation room and ovens to verify specified humidity and temperature. Oversees operation of machinery, such as rounding, curling, icing, slicing, and wrapping machines to insure maintenance of specified quality standards and production schedules. Sets up and adjusts wrapping and slicing machines. Performs other duties as described under SUPERVISOR (any ind.). May be designated according to product as BREAD SUPERVISOR (bake. prod.); CAKE SUPERVISOR (bake. prod.).

526.381-010 BAKER (bake. prod.)

Mixes and bakes ingredients according to recipes to produce breads, pastries, and other baked goods: Measures flour, sugar, shortening, and other ingredients to prepare batters, doughs, fillings, and icings, using scale and graduated containers. Dumps ingredients according to specifications. Rolls, cuts, and shapes dough to form sweet rolls, piecrust, tarts, cookies, and related products preparatory to baking. Places dough in pans, molds, or on sheets and bakes in oven or on grill. Observes color of products being baked and turns thermostat or other controls to adjust oven temperature. Applies glaze, icing, or other topping to baked goods, using spatula or brush. May specialize in baking one type of product, such as breads, rolls, pies, or cakes. May decorate cakes [CAKE DECORATOR (bake. prod.)]. May develop new recipes for cakes and icings.

209.567-014 ORDER CLERK, FOOD AND BEVERAGE (hotel & rest.)

Takes food and beverage orders over telephone or intercom system and records order on ticket: Records order and time received on ticket to insure prompt service, using time-stamping device. Suggests menu items, and substitutions for items not available, and answers questions regarding food or service. Distributes order tickets or calls out order to kitchen employees. May collect charge vouchers and cash for service

and keep record of transactions. May be designated according to type of order handled as TELEPHONE-ORDER CLERK, DRIVE-IN (hotel & rest.); TELEPHONE-ORDER CLERK, ROOM SERVICE (hotel & rest.).

168.267-042 FOOD AND DRUG INSPECTOR (gov. ser.)

Inspects establishment where foods, drugs, cosmetics, and similar consumer items are manufactured, handled, stored, or sold to enforce legal standards of sanitation, purity, and grading: Visits specified establishments to investigate sanitary conditions and health and hygiene habits of persons handling consumer products. Collects samples of products for bacteriological and chemical laboratory analysis. Informs individuals concerned of specific regulations affecting establishments. Destroys subgrades, or prohibits sale of impure, toxic, damaged, or misbranded items. Questions employees, vendors, consumers, and other principals to obtain evidence for prosecuting violators. Ascertains that required licenses and permits have been obtained and are displayed. Prepares reports on each establishment visited, including findings and recommendations for action. May negotiate with marketers and processors to effect changes in facilities and practices, where undesirable conditions are discovered that are not specifically prohibited by law. May grade products according to specified standards. May test products, using variety of specialized test equipment, such as ultraviolet lights and filter guns. May investigate compliance with or violation of public sanitation laws and regulations and be designated SANITARY INSPECTOR (gov. ser.).

906.683-022 TRUCK DRIVER, LIGHT (any ind.)

Drives truck with capacity under 3 tons to transport materials in liquid or packaged form and personnel to and from specified destinations, such as railroad stations, plants, residences, offices, or within industrial yards: Verifies load against shipping papers. Drives truck to destination, applying knowledge of commercial driving regulations and roads in area. Prepares receipts for load picked up. Collects payment for goods delivered and for delivery charges. May maintain truck log according to state and federal regulations. May maintain telephone or radio contact with supervisor to receive delivery instructions. May drive truck equipped with public address system through city streets to broadcast announcements over system for advertising or publicity purposes. May load and unload truck. May inspect truck equipment and supplies, such as tires, lights, brakes, gas, oil, and water. May perform emergency roadside repairs, such as changing tires, installing light bulbs, fuses, tire chains, and spark plugs. May be designated according to type of activity as CREW-TRUCK DRIVER (any ind.); INSECT SPRAYER, MOBILE UNIT (gov. ser.); MAIL-TRUCK DRIVER (any ind.); MOTOR-VEHICLE-ESCORT DRIVER (bus. ser.); PICK-UP DRIVER (motor trans.); SERVICE-PARTS DRIVER (auto. ser.); SPRINKLER-TRUCK DRIVER (any ind.).

920.587-018 PACKAGER, HAND (any ind.) hand packager.

Packages materials and products manually, performing any combination of following duties: Cleans packaging containers. Lines and pads crates and assembles cartons. Obtains and sorts product. Wraps protective material around product. Starts, stops, and regulates speed of conveyor. Inserts or pours product into containers or fills containers from spout or chute. Weighs containers and adjusts quantity. Nails, glues, or closes and seals containers. Labels containers, container tags, or products. Sorts bundles or filled containers. Packs special arrangements or selections of product. Inspects materials, products, and containers at each step of packaging process. Records information, such as weight, time, and date packaged. May be designated according to whether high-production or small-lot packaging as FANCY PACKER (ret. tr.; whole. tr.); PACKAGING-LINE ATTENDANT (any ind.); specific packaging duty performed, such as filling, wrapping, packing, labeling, and container cleaning as SACK SEWER, HAND (any ind.); kinds of equipment used or product packaged as CANDLE WRAPPER (candle); CARTON STAPLER (any ind.); or whether packager performs associated duties, such as final assembly, before packaging product as NOVELTY-BALLOON ASSEMBLER AND PACKER (rubber goods).

May weigh and package meat in retail store and be designated MEAT WRAPPER (ret. tr.). Additional titles: BAGGER (any ind.); BOW MAKER, GIFT WRAPPING (any ind.); BOX MAKER, CARDBOARD (any ind.); BOX WRAPPER (any ind.); BUNDLER (any ind.); CANDY PACKER (confection.); CASER, ROLLED GLASS (glass mfg.); COIL STRAPPER (iron & steel); CONTAINER FILLER (any ind.); FILLER (any ind.); FURNITURE PACKER (ret. tr.); GRADER, SAUSAGE AND WEINER (slaught. & meat pack.); GUNCOTTON PACKER (explosives); INSERTER, PROMOTIONAL ITEM (any ind.); INSPECTOR-PACKAGER (any ind.); LIDDER (any ind.); MATTRESS PACKER (matt. & bedspring); PACKAGER, MEAT (slaught. & meat pack.); PACKER, DRIED BEEF (slaught. & meat pack.); PACKER, FOAMED-IN-PLACE (any ind.); PACKER, SAUSAGE AND WIENER (slaught. & meat pack.); PIECE-GOODS PACKER (textile); SCALER, SLICED BACON (slaught. & meat pack.); SPONGE PACKER (whole. tr.); STAMPER (any ind.); TABLE WORKER (any ind.); WRAPPER, HAND (can. & preserv.); WRAPPING REMOVER (any ind.). [Workers who tend packaging machines are classified under PACKAGER, MACHINE (any ind.)].

311.677-018 DINING ROOM ATTENDANT (hotel & rest.)

Performs any combination of the following duties to facilitate food service: Carries dirty dishes from dining room to kitchen. Replaces soiled table linens and sets tables with silverware and glassware. Replenishes supply of clean linens, silverware, glassware, and dishes in dining room. Supplies service bar with food, such as soups, salads, and desserts. Serves ice water and butter to patrons. Cleans and polishes glass shelves and doors of service bars and equipment, such as coffee urns and cream and milk dispensers. Makes coffee and fills fruit juice dispensers. Runs errands and delivers food orders to offices and is designated RUNNER (hotel & rest.). May transfer food and dishes between floors of establishment, using dumbwaiter. May be designated according to type of activity or area of work as CLEAN-UP HELPER, BANQUET (hotel & rest.); COUNTER DISH CARRIER (hotel & rest.); GLASS WASHER AND CARRIER (hotel & rest.); ROOM SERVICE ASSISTANT (hotel & rest.). Additional Titles: DISH CARRIER (hotel & rest.); STEAMTABLE WORKER (hotel & rest.); TABLE SETTER (hotel & rest.); WATER SERVER (hotel & rest.).